

## Warranty information

### COMPOSITE

Subject to the conditions set out overleaf we warrant that the Goods will correspond with their specification at the time of delivery and will be free from defects in material and workmanship, however due to the natural elements of the product we cannot guarantee that all boards supplied, either on a single order or over multiple orders, will be of the same colour.

### Coverage covers usage against:

Material defects; fungal decay; insect damage; and rotting or splintering.

This warranty only applies if the composite decking boards have been used in normal service conditions and properly fitted in accordance with our recommendations using our recommended joist support spacing (30cm commercial, 40cm residential), expansion end gap spacing (4mm Premium/Supreme and 6mm Classic/Excel) and correct clip fixing method.

If the composite decking boards are found to be faulty, we will either replace any faulty boards or refund a percentage of the original faulty item purchase price pro-rata to the remaining warranty period when the faulty item is returned to us. The course of action chosen will remain solely at the decision of Select Living Group LTD. We will not accept any claim for any consequential losses or recompense the customer for installation or repair costs.

To make a claim under this warranty, the Buyer shall send to the Company a written description of the fault, proof of purchase and photographic evidence and make available any faulty items for collection. We do not offer warranty against and are not responsible for any warranty claim caused by: Improper installation and/or failure to abide by any installation guidelines recommended by us;

- Movement, distortion, settling or collapse of the ground or supporting structure upon which the decking is installed;
- Variations or changes in the colour of the product from board to board at the time of purchase and/or over time once the product has been installed;
- Faults due to improper handling or storage of the product; or Any of the conditions listed above.

If there is any dispute over a claim, our decision is final and binding. This does not affect your statutory rights.

### **Limitations on coverage:**

The warranty is inapplicable to products used for any purpose or behavior outside of regular garden usage. Such behavior and purposes include, but are not limited to:

- Damaged caused by fireworks, barbecue or any other open flame.
- Failure to properly maintain, protect or repair the products.
- Forces majeure or other conditions or acts of god beyond the reasonable control of Select Living Group LTD.
- Use of cleaning chemicals, herbicides or pesticides.
- Application of improper cleaning methods.
- The surface being used for the purpose other than that for which it was designed and installed.
- Use of improper footwear or sports equipment
- Any harmful chemical reaction to the product caused by infill materials.
- Wear or abrasion caused by an inadequate sub-base.
- Drainage defects or deficiencies on the sub-base and/or its surrounding areas.
- Subsidence caused by ground movement and/or tree roots.
- Burns, cuts, accidents, vandalism, abuse, negligence or neglect.
- Japanese Knot Weed, Bamboo, Mare's Tail, Tree Root Growth or any other horticultural external influence.
- Wild animal damage or any domestic pet including chemical damage caused by domestic pet feces or urine.

Reflection from mirrors and/or glass onto the product.

All products are subject to normal wear and tear. In addition to the factors mentioned above, wear and tear depends on, without limitation, the intensity of the use of the product.