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Composite Decking & Fencing 10 Year Warranty

Warranty

Arbour Landscape Solutions warrants that for a period of 10 (ten) years, under normal use, Arbour Landscape Solutions warrants that Arbour Landscape Solutions wood plastic composite products will not split, splinter, rot or twist and it will be free from any material or manufacturing defect.

The limited warranty of 10 years is from the date of purchase, if any products are defective during this 10-year period then Arbour Landscape Solutions shall replace the products at no charge.

This warranty shall not cover and Arbour Landscape Solutions shall not be responsible for costs and expenses incurred with respect to the removal of defective Arbour Landscape Solutions products or the installation of replacement materials, including but not limited to labour and freight.

To make a claim under this limited warranty, the customer will send to Arbour Landscape Solutions, within the warranty period referred to above, a description of the claimed defect (including photos of the defect) and proof of purchase.

This Warranty covers the wood plastic composite products the clips and fixing system provided by Arbour Landscape Solutions.

Limitations

Arbour Landscape Solutions does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

- 1.** Improper installation of Arbour Landscape Solutions products and/or failure to abide by Arbour Landscape Solutions installation guidelines, including but not limited to improper gapping.
- 2.** Use of Arbour Landscape Solutions products beyond normal use, or in an application not recommended by Arbour Landscape Solutions guidelines and local building codes.
- 3.** Movement, distortion, collapse or settling of the ground or the supporting structure on which Arbour Landscape Solutions products are installed.



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4. Any act of God (including and not limited to flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mould, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any coloured surface to gradually fade, flake, chalk, or accumulate dirt or stains).
5. Variations or changes in colour of Arbour Landscape Solutions products.
6. Improper handling, storage, abuse or neglect of Arbour Landscape Solutions products by Purchaser, the transferee or third parties.
7. Ordinary wear and tear.

Arbour Landscape Solutions shall not be bound by any statement or representation as to the quality or performance of Arbour Landscape Solutions products other than as contained in this warranty.

This warranty may not be altered or amended except in a written instrument signed by Arbour Landscape Solutions and the Customer.

Under no circumstances will Arbour Landscape Solutions be liable for special, incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, and Arbour Landscape Solutions's liability with respect to defective products shall in no event exceed the replacement of such products.

The Warranty is correct at time of printing and as per the version number and date recorded on the Warranty. For the latest version of the Warranty or for further information or clarification please contact a member of our team on 0208 953 1737 or email at enquiries@arboursolutions.co.uk