

## SMARTBOARD WOOD PLASTIC COMPOSITE DECKING

### 25 Year (Residential), 10 Year (Commercial) Warranty

Hoppings Softwood Products Plc hereby certify that when fixed appropriately in accordance with the relevant design guidance SmartBoard shall be deemed under warranty for a period of twenty-five (25) years (residential use) and ten (10) years (commercial/public use) from the date of original purchase. **SmartBoard** products shall not split, splinter or suffer structural damage as a sole and direct consequence of termites, insects or soft rotting micro-fungi.

#### LIMITATIONS

For a period of ten (10) years from the date of original purchase, **SmartBoard** products shall not break. However this warranty explicitly excludes occurrences where the break occurs or may have occurred as a consequence of impact loads or poor design/construction methods.

This warranty applies to the use of products in normal residential use.

Contact Hoppings Softwood Products on 01992 578877 if you require a warranty for a deck that is to be created in a commercial type situation.

#### WHAT'S NOT COVERED

This warranty does not provide protection against misuse, abuse, neglect or improper storage or handling. Hoppings cannot be held responsible for product failure due to improper installation or failure to abide

by Hoppings fitting instructions. It also excludes the discolouration/staining of the products due to:

- Air borne pollutants, such as mould, algae, leaf litter and any deposits from plants and trees.
- Any other foreign substances.
- Variations in colour, texture or appearance from one board to another.
- Changes in colour associated with weathering effect of ultra violet light.

#### UNDERTAKING

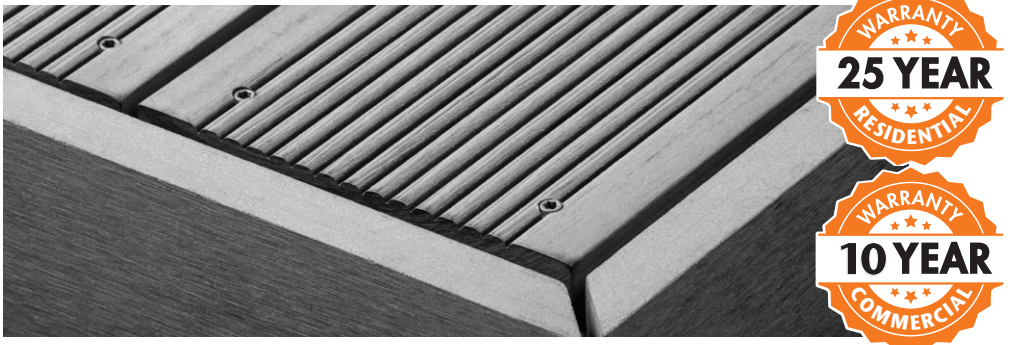
The warranty is for the cost of re-supply, by Hoppings, of a component that is proven to have failed as a result of fungal decay or insect/termite attack, FREE OF CHARGE. It does not cover the costs of removal or reinstatement of such components or consequential costs or loss due to failure of the component.

The term 'fungal decay' as used in the warranty refers to wood destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood. The term 'failed' refers to damage caused by fungi, insects or termites to such an extent that the component is no longer fit for purpose.

In the event of a valid claim being resolved via the supply of a replacement board(s) the colour may be a slightly different.

#### STATUTORY RIGHTS

This warranty is in addition to the purchaser's normal statutory rights.



The warranties are wholesaler/manufacturer to consumer/buyer warranties.

However the initial raising of a complaint should be directed to the authorised retailer from where the goods were purchased. The complaint should be made in writing/e-mail and must include proof of purchase ie. a copy or scan of the original invoice.