



## Terra Deck Warranty Certificate

Quality warranties start from the date of Invoice and is covered for 30 years Limited Residential Structural Warranty. The warranty covers all defects that can reasonably be attributed to the manufacture of the premium WPC decking. The warranty in place represents a failure of manufacture, this is not a warranty against traffic wear and tear.

**Warranty provisions.** These warranty provisions will replace any and all other oral or written warranties given, of whatever nature.

**General warranty.** Titan Trade Hub Pty Ltd, ABN : 34 665 235 941, herein after referred to as "the Company", guarantees to its contracting party that Terra Deck Co Extrusion WPC decking product (the "product") will be fit for its intended use for 30 years Limited Residential Structural Warranty in Australia from the moment of invoice being issued.

**Scope of warranty.** The product is intended to be used in gardens, on terraces, balconies, green roofs, playgrounds and schoolyards, and public green spaces (together the "intended use"). Subject to the product being fit for purpose, normal wear of the product, whether or not due to intensive use, does not fall under any form of warranty. The Company is not responsible for warranties provided by the contracting party to third parties in case of any sale or resale. The Company also provides no warranty (i) if the product is used for purposes other than the intended use and/or

(ii) for damage caused during or as a result of improper processing, installation or repairs, and/or

(iii) for defects occurring due to insufficient maintenance, and/or

(iv) insofar as any defect or damage is caused by:

- a. improper use, carelessness, neglect, vandalism, fire, accidents.
- b. scratches and marks by use. It is the responsibility of the purchaser to protect the deck from damage or accept such marks as part of the product character. Marks and scratches in no way damage the integrity of the solid core boards.
- c. exposure to chemicals, solvents - WPC is durable and long lasting. It will however be damaged with the application of solvents.
- d. staining, painting, accidental spillage of solvents, oils and other chemical damage.
- e. burns from any source, rust stains, grease spillages and other staining agents such as tree saps and berries.
- f. the use of aggressive or incorrect cleaning agents.



- g. mould - Failure to maintain its cleanliness will create problems of mould growth on the product.
- h. exposure to surfaces, directly or indirectly through reflection, with temperatures exceeding 75° Celsius.
- i. force majeure

The Company reserves the right to inspect the materials, investigate any and all claims in which a claim has been made. Any and all construction utilizing Composite Decking must be in accordance with all local zoning and or building codes. The Consumer/Contractor assumes all risk and liability associated with the construction and use of Composite Decking. The Company recommends taking all necessary steps to ensure the safety of everyone involved in the use and construction of Composite Decking but not limited to, wearing/using the proper safety equipment.

**Limitation of warranty in case of color fade.** Co-Extrusion boards have 15 Years Limited Color Fade Warranty. However, Extreme fluctuations in temperature may cause the color change due to chemical reactions. WPC boards might go slightly lighter in the first 3 months of use as a result of UV exposure to adapt the color range. Once the color is adapted and settled down, it generally does not get any change due to UV exposure. The Company does not warrant WPC against the fade from UV, it is product characteristic of composite decking. If you are in any way uncertain of this reality, we ask that you assure yourself before purchase.

**Warranty claims.** To submit a warranty claim, contact the supplier. Always keep the invoice after your purchase. This simplifies any future correspondence as the warranty is only applicable if supporting invoice is presented.

**General Conditions.** The Company will not be responsible for costs incurred with respect to installation, removal of products/debris/waste or alternative replacement materials in any warranty claim. Our liability for non-personal injury claims shall not exceed the replacement value of the products. We will listen to our customers and work to ensure you are happy with our products. If there is a real issue with the integrity of the product, we have sold we will work with you to resolve any failure of our product.

### Prorated Warranty Schedule

<b>Years Since Purchase</b>	<b>Percent Defective Material Covered</b>
Years 1 – 5	100%
Years 6 – 9	80%
Years 10 – 13	60%
Years 14 – 16	40%
Years 17 – 18	20%
Years 19 – 20	10%
Years 21 – 30	5%

We recommend that you attach a photocopy of your receipt to this warranty certificate and keep for your reference. Please do not send to the address below.

TITAN TRADE HUB PTY LTD

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Opening Hours 9:00am-5:00pm (Mon-Fri), 10:00am-3:00pm (Saturday) Sunday Closed