silvadec
Life is composite

Warranty for Silvadec deck boards, profiles and accessories

SILVADEC SAS **guarantees** the buyer that:

- For a period of twenty-five (25) years for residential use, and ten (10) years for commercial, professional or public use, starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, the Silvadec wood composite deck boards shall not produce splinters and shall not suffer structural damage caused by fungi, wood-boring (xylophagous) insects or termites.

- Starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, the colour of coextruded Silvadec wood composite products (Atmosphere and Nuances ranges) is guaranteed for ten (10) years (grey scale ≥ 4 according to ISO 105-A02)

- For a period of ten (10) years starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, decking accessories made from aluminium and/or stainless steel shall not show signs of cracking or structural damage.

Exclusions: SILVADEC SAS's warranty does not, under any circumstances, cover damage due to:

- incorrect installation of Silvadec deck boards, profiles and decking accessories, and/or failure to comply with the installation instructions or the maintenance sheets (PU7, PU26, PU32, PU39, FE05 and FE06) supplied by SILVADEC SAS [or downloadable from the website *and which the buyer acknowledges having read*];
- failure to comply with: the building regulations stipulated in the DTU documents, the applicable Eurocodes, recommendations issued by professional bodies (such as the FCBA, [French Institute of Technology for Forest-based and Furniture Sectors]) or specific local construction rules;
- the use of Silvadec wood composite decking profiles for purposes other than their normal use or in applications other than those intended by SILVADEC SAS and specified in the sales and technical documentation;
- the use of fastening clips other than Silvadec fastening clips
- movement, distortion, collapse or subsidence of the ground or the supporting structure on which Silvadec wood composite decking profiles are installed;
- any case of force majeure (flood, storm, earthquake, lightning, vandalism, etc.), environmental problem or staining caused by external agents (e.g. atmospheric pollution, surface moulds, soiling, fruit, rust, grease, etc.) which could have been removed by regular maintenance of the product;
- changes in appearance from one board to another, such as variations in colour, texture or brushing, and changes in colour caused by exposure to UV rays;
- unsuitable handling, or inadequate storage / treatment resulting from negligence of the buyer or of a third party;
- any type of installation that prevents proper ventilation beneath the structure;
- direct or indirect contact with non-natural heat sources such as barbecues, cigarettes, pyrotechnic products and/or fire.

LRQA CERTIFIED ISO 14001 LRQA CERTIFIED ISO 50001 LRQA CERTIFIED ISO 9001 PEFC PEFC/10-31-2220

Limitations: If a fault occurs during the warranty period, the buyer shall notify SILVADEC SAS in writing, describing the fault in question and enclosing photographs of said fault and of the installation system (structure, landscaping, etc.), with a description of the environment around the location of the structure (e.g. proximity to an industrial, agricultural, or forested area), and attaching proof of purchase.

SILVADEC SAS shall only start addressing the fault after validation of the claim. It then takes steps to:

- replace defective or confirmed non-compliant Silvadec goods with similar Silvadec products, which may be of a slightly different colour, or
- substitute the goods with a Silvadec replacement product which SILVADEC SAS considers to be of comparable value and quality, or
- refund a fraction of the purchase price paid by the buyer for the defective item.

The option chosen remains at SILVADEC SAS's exclusive discretion.

The warranty shall take into account the date of purchase of the faulty Silvadec goods and their overall condition. An estimate of the depreciation in the goods' value due to fair wear and tear will then be made.

SILVADEC SAS reserves the right to discontinue, at any time, any Silvadec deck board, decking profiles or accessories.
The expenses incurred by removing or replacing defective Silvadec decking products (shipping, delivery, removal or re-installation costs) are not covered by this warranty.

No person or legal entity is authorized by SILVADEC SAS to enter into any commitments or make any declarations (and SILVADEC SAS shall not be bound by any declaration of this type) as to the characteristics, performances and any recommendation regarding installation of Silvadec decking products in any terms other than those contained herein, and in our installation instructions.

Under no circumstances shall SILVADEC SAS be liable for any special, accidental or indirect compensation, and its obligation regarding the faulty goods shall not under any circumstances exceed the cost of replacing said goods or refunding their cost as described above.

This warranty is only valid in countries of the European Union, Iceland, Norway, Switzerland, Bosnia and Herzegovina, Serbia, Kosovo, Montenegro, North Macedonia, Albania, Moldova, Great Britain and Morocco.

PU7: Silvadec wood composite deck boards - installation instructions
PU26: Silvadec decking accessories - installation instructions
PU32: Removable clip for Silvadec decking - installation instructions
PU39: Silvadec reversible aluminium joist - installation instructions
FE05: Maintenance advice for the Elegance and Emotion boards
FE06: Maintenance advice for the Atmosphere and Aluminium boards

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