



Royal Decking Co-Extrusion Products Limited Warranty

This warranty is only for Co-extrusion wood plastic composite decking products and not for any other product.

1. Limited Warranty

- 1.1 Royal Decking warrants to the original purchaser that, for the period set forth herein, under normal use and service conditions, Royal Decking products shall be free from material defects in workmanship and materials, and shall not split, splinter, rot or suffer structural damage from termites or fungal decay. The term of such warranty shall be fifteen (15) years from the date of the original purchase for a residential purpose, and ten (10) years from the date of the original purchase for a commercial application. If a defect occurs within the warranty period, the purchaser will notify Royal Decking in writing. Upon confirmation by an authorised Royal Decking representative of the defect, Royal Decking sole responsibility shall be, as its option, to either replace the defective item or refund the portion of the purchase price paid by the purchaser for such defective item not including the cost of the initial installation or any part of the sub structure.
- 1.2 For the purpose of this warranty, a "residential application" shall refer to an installation of the product on an individual non-commercial residence, and a "commercial application" shall refer to any installation of the product other than on an individual non-commercial residence.

2. General Conditions, Exclusions and Limitations

- 2.1 To the fullest extent permitted under the law, this warranty shall not cover, and Royal Decking shall not be responsible for costs and expenses incurred with respect to the removal of defective Royal Decking products or the installation of replacement materials, including but not limited to labour and freight. Under no circumstance shall Royal Decking be liable for any damages (of any nature or description whatsoever) which exceeds the actual purchase price of the defective product as adjusted on the basis of the prorated warranty schedule provided herein section 2.3

- 2.2 To make a claim under this limited warranty, the purchaser shall send to Royal Decking, within the warranty period a description of the claim defect, photos demonstrating the defect and proof of purchase to the following email: info@royaldecking.co.za

- 2.3 Prorated limited warranty schedule:

15 Year Residential:

- 0-5 years 100%
- 6-7 years 80%
- 8-9 years 60%
- 10-11 years 40%
- 12-13 years 20%
- 14-15 years 10%

10 Year Commercial:

- 0-5 years 100%
- 6 years 80%
- 7 years 60%
- 8 years 40%
- 9 years 20%
- 10 years 10%

- 2.4 Royal Decking does not warrant against and is not responsible for any condition attributed to:

1. Improper installation of Royal Decking and/or failure to abide by Royal Decking installation manual including but not limited to improper gapping, fastening and failure to have all water drained properly from under the deck. The surface below the deck must be prepared that no water can accumulate and stand still under it.
2. Use of Royal Decking products beyond normal use and service conditions or in an application not recommended by Royal Decking.
3. Movement, distortion, collapse or settling of the ground or the supporting structure on which Royal Decking products are installed.
4. Any act of God (such as flooding, hurricane, earthquake, lightning, etc.), any act of war.
5. Variations or change in colour of Royal Decking products.
6. Colour tolerance, fading, distortion, imperceptible crack caused of long-term use.
7. Improper handling, storage, abuse or neglect of Royal decking products by the purchaser any other third party.
8. Ordinary wear and tear.

- 2.5 No person or entity is authorised by Royal Decking to make, and Royal Decking shall not be bound by any statement or representation as to the quality or performance of Royal Decking products other than as contained in this warranty. This warranty may not be altered or amended except in a written instrument signed by Royal Decking director and the purchaser.

3. Law to govern and Forum

- 3.1 Any dispute arising out of or relating to this Agreement shall be determined without limitation, all applicable laws, ordinances, charters, codes of conduct and/or practice, rules and regulations, from time to time, including judgments and orders of any competent court or authority having the force of law in the Republic of South Africa. By accepting this warranty both parties agree to the jurisdiction of the Western Cape High Court located in Cape Town, South Africa.