



Dumadeck Limited Warranty

wood composite decking boards

The warranty on the product is 10 years for all mechanical properties and 25 years for attack by termites and other insects. The warranty is based on our current knowledge and the correct use of the product.

The colours are not fixed: slight colour changes may be possible between different production runs, because of the depth of the surface application when brushing the boards, through the board orientation of the installation, through exposure to sunlight, etc.

Limited colour differences can occur after installation. This is a natural process due to discoloration of the wood particles in the material. The warranty does therefore not apply to such colour differences.

The warranty applies from the date of purchase. The sales receipt is used as proof of purchase. The warranty is not transferable and only applies to the initial purchaser.

Any substantive complaint should be made in written form giving all details and proof of the claim.

Dumaplast reserves the right to check the decking boards in question after receiving the warranty claim to see if the complaint is justified in terms both of the substance of the complaint and of the amount claimed. The claim must be filed within 30 days after the error in question was detected.

The warranty is only valid if the decking boards are laid in accordance with the installation instructions.

Goods for sale are expressly excluded from the warranty, as are any form of external incidents or accidents.

Dumaplast is not liable for installation costs, travel expenses, transportation costs or costs of third parties, directly or indirectly related to the complaint. The costs of any new installation or transport will not be borne by Dumaplast and therefore remain the responsibility of the end customer. If the claim is approved, compensation will be granted by means of a credit note or replacement of the damaged goods, at the choice of Dumaplast.

The warranty does not apply if the damage arises from:

- damage to the floor by sharp objects
- unusual use and unusual treatment or inappropriate care
- natural disasters
- corrosive products
- other unusual chemical or mechanical stress

Transport damage or damage from improper handling of the goods is expressly excluded from the warranty.

Before and during installation, all boards must be inspected for visible defects or errors. Boards with visible defects must not be used, and the warranty is void if defective boards are installed.

The decking boards should not be regarded as a structural substrate. So for applications in galleries, balconies, staircases etc., special precautions must be taken to comply with the applicable standards.

Dumaplast is not liable for any loss or damage directly or indirectly related to the complaint.

For complaints about decking that has already been installed and used for a relatively long time, a percentage of the price as new will be deducted for each year of the warranty. For Dumadeck the annual deduction is as follows:

- For the first five years after the date of purchase: 15% of the original price per year
- For subsequent years: 1.25% of the original price per year for the next 20 years

This warranty is valid until it is replaced and is covered by the conditions described in the general terms of sale of Dumaplast, which are available on request.