



Ronjack Products, Eaton Way North, Radcliffe, Manchester, M26 2AB
Tel: 0161 803 0090 Email: Admin@ronjack.co.uk
Website: www.ronjack.co.uk

Deep Embossing WPC Decking Warranty Letter

Dear Customer,

What the warranty covers:

This warranty is provided by Ronjack Products Ltd, Therefore warrants its products Deep Embossing WPC Decking Board against manufacturing faults, rot and termite damage when installed and used normally in accordance with Ronjack's published fixing and care and cleaning guidelines for a period of 15 years for domestic installations and 3 years for commercial installations from the date of original purchase from Ronjack or one of our distribution partners. Once the claims confirmed by your supplier, we will provide free replacement according to below term:

1st-5th years: 100% replace with same model products;

6th-8th years: 80% replace with same model products;

9th-12rd years: 60% replace with same model products;

13rd-15th years: 40% replace with same model products.

How to obtain Warranty Service:

To make a claim under this warranty you need to send the following information to your supplier's address: 1. When you first became aware of the problem with the product what steps you have taken to correct the issue, a photograph of the product clearly showing the defect, rot damage and/or termite damage
2. Documentary evidence of proof of purchase from your supplier and your full contact details.



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Limitations:

Ronjack does not warrant and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to: 1. Improper installation or failure to abide by manufacturer's installation guidelines, including but not limited to improper gapping between decking and good water drainage under the decking; 2. An application not recommended by manufacturer guidelines or local building codes; 3. Movement, distortion, collapse or settling of the ground or the supporting structure on which manufacturer's products are installed; 4. Environmental condition such as air pollution, mould, mildew, etc.; 5. Staining from foreign substances such as dirt, grease, oil, harsh chemicals found in cleaners or normal weathering; 6.

Improper handling, storage, abuse or neglect of products by customers or third parties; 7. Normal wear and tear or damage caused during shipping; 8. Colour variation; 9. Any act of God such as flooding, hurricane, earthquake, lightning, etc.

Company name: Ronjack Products Ltd.

Date: Oct. 28, 2020