

## Manufacturer's Warranty

## TRUdeck

Falcon Timber Ltd warrant TRUdeck® fit for purpose for 15 years from the date of purchase according to the criteria stipulated below.



### 0 - 15 years: Product replacement

#### What's Covered?

- Failure of the product due to any manufacturing defect affecting the physical and mechanical properties of the product e.g., the product will not rot, twist, or splinter.

#### What's NOT Covered?

- Failure of the boards due to incorrect installation.
- Failure of the boards due to improper use, neglect, mistreatment, or normal wear and tear.
- Any Act of God (including and not limited to flooding, hurricane, earthquakes, lightening etc.). Environmental conditions (such as air pollution, mould, mildew etc.).
- Staining from foreign substances (such as dirt, grease, oil etc.).
- Normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any coloured surface to gradually fade, chalk or accumulate dirt or stains).
- Slight variations or changes in colour of the TRUdeck® product.
- Wood grain disappearing and scratches on surface in daily use.
- Ordinary wear and tear.

#### Limitations and Requirements

- The product MUST be installed correctly to the current Installation Guide. Failure to do so will render the warranty invalid.
- TRUdeck® products must be installed using the clips and screws supplied by Falcon Timber alternatives must NOT be used and will invalidate any warranty.
- Proof of original purchase is required.
- Any claim is subject to an inspection by a Falcon Timber representative.
- Photographs / videos are required and should accompany any written notice of claim.

#### How to Claim

- In the first instance please notify purchasing company of your complaint.
- Falcon Timber will then deal directly with the purchasing customer to resolve the complaint.
- All claims must be made in writing.

The warranty is correct at time of printing and the warranty may not be altered or amended except in written instrument signed by Falcon Timber Ltd and the customer.

**For the latest version of the warranty or for more information regarding the product please contact Falcon Timber on 01375 487 300 or email [trudeck@falcon-timber.com](mailto:trudeck@falcon-timber.com)**

**For more details and technical information about any of our products please get in touch with your nearest Falcon Timber Depot.**

#### Falcon Timber

Reliable, high-quality products, competitive pricing and a nationwide delivery service.

**T 03003 731 110**

**[www.falcon-timber.com](http://www.falcon-timber.com)**



Falcon Timber Ltd reserves the right to alter specifications without notice.

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Birmingham  
Gateshead  
Haydock  
High Wycombe  
Leeds  
Nottingham  
Tilbury

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