

WPC Modular Decking MANUFACTURER'S WARRANTY

1. Australian Consumer Law (If Applicable)

1.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1.2 This warranty is provided in **addition to your legal rights** and remedies. It does not exclude, restrict, or modify any condition, warranty, right, or remedy implied by law, including the Australian Consumer Law, which cannot be excluded, restricted, or modified.

2. Warranty Coverage

2.1 Residential Use – 10 Year Limited Warranty

When used and maintained according to our guidelines, **Dekart Modular Decking** installed in **residential applications** is covered against:

- Defects in materials and workmanship.
- Splitting, rotting, or delamination.
- Damage caused by termites or fungal decay.

2.2 Commercial Use – 5 Year Limited Warranty

When used and maintained according to our guidelines, **Dekart Modular Decking** installed in **commercial applications** is covered against:

- Defects in materials and workmanship.
- Splitting, rotting, or delamination.
- Damage caused by termites or fungal decay.

3. Warranty Exclusions

This warranty **does not cover**:

- Improper installation, use, or maintenance.
- Damage caused by environmental events such as floods, fires, or earthquakes.
- Normal wear and tear, including fading, discoloration, or staining due to UV exposure or chemicals.
- Damage from improper storage, handling, misuse, or neglect.
- Structural issues from ground movement, settling, or overloading.
- Staining from grease, oil, chemicals, or other foreign substances.
- Use of fasteners or accessories not supplied or approved by us.
- Damage from exposure to heat sources above 60°C.

4. Claim Procedure

If a defect is discovered, you must notify us **within 30 days** of identifying the issue by providing:

- Proof of purchase, including product details and the purchase date.
- Photos and a description of the defect.
- Documentation showing compliance with installation and maintenance guidelines.

We may inspect the product at your property as part of the claim process. **Dekart Modular Decking** must not be altered or removed before inspection, or the warranty will be void.

5. Remedies

If **Dekart Modular Decking** is found to be defective within the applicable warranty period, we will, at our discretion:

- **Repair** the defective product.
- **Replace** the product with the same or comparable item.
- **Refund** a portion of the purchase price, following the appropriate warranty schedule below.

6. Residential Warranty Schedule - 10 Year Limited

Claim Period	Residential Coverage
0 - 5 Years	100%
6 - 7 Years	60%
8 - 9 Years	40%
10 Years	20%

7. Commercial Warranty Schedule - 5 Year Limited

Claim Period	Commercial Coverage
0 - 2 Years	100%
3 Years	60%
4 Years	40%
5 Years	20%

8. Labour and Additional Costs

This warranty does not cover:

- Labour costs related to installation, removal, or replacement of products.
- Fees for disposal or permits required for product replacement.

9. General Conditions

- **Non-Transferable:** This warranty is only valid for the original purchaser and cannot be transferred to new owners.
- **Limit of Liability:** Our liability is limited to the original purchase price or replacement of the defective product.
- **Severability:** If any part of this warranty is found invalid, the remaining provisions will continue to apply.

10. Contact Information

For warranty claims or inquiries, contact:



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