



**TERAFEST
WARRANTY**

WARRANTY

An extended 25-year TERAFEST® product warranty applies to all composite wood products to the extent against wood decay fungi, rot and insects in standard conditions. For all other cases, the basic warranty applies.

As part of the warranty, we will replace damaged products. In case the given product is no longer produced, it will be exchanged for similar. No further financial or other compensation can be claimed under this warranty. Assembly and everything else work and costs associated with the replacement of cladding profiles are excluded from the warranty.

This warranty does not apply to:

- **Color fastness** – The TERAFEST® products have UV protection. However, it is a wood product and, therefore, may over time experience color changes as a result of exposure to sunlight and humidity.
- **Maturation of the wood component** – during the first weeks or months after installation, depending on the intensity of sunlight, rainfall and the season, there is a maturation of color in the surface of the deck boards. It is the leaching of tannin from the wood component in TERAFEST® material, which is a blend of wood (60%) and HDPE (40%). Tannin as a natural part of any type of wood. Due to leaching of tannin, which is caused by water and sunlight, in the first weeks or months, boards temporarily change their color shade, usually yellow tinge. This process over time, with exposure to sunlight and rain will return to the original shade.
- **Water dust spots** – are caused by slow evaporation of the water and dust or pollen stays on the surface of the decking mostly in the partially sheltered areas (like around and under patio furniture, planters, eaves, etc.). These areas need to be cleaned on a regular basis to avoid staining.
- **Occurrence of static electricity** – under some specific weather conditions the TERAFEST® decking may accumulate static electricity. This is a common physical phenomenon for materials consisting of polymers. The polarity and strength of electrostatic charge varies depending on the types of touching materials, surface roughness, temperature etc. This phenomenon is not predictable. Accumulation of static electricity on the TERAFEST decking may occur in windy weather and low relative humidity. The intensity varies depending on the climate and age a decking. The appearance of static electricity on the TERAFEST decking carry no health risks, and its occurrence is not eligible reason for complaint.
- **Normal wear and tear**, see detailed breakdown Tab. 1 in the document Maintenance and care of the decking
- **Problems caused due to poor preparedness of the foundation** and lack of drainage, e.g. subsidence of the foundation under the decking.
- **Failure to follow installation instructions** – the warranty does not apply to TERAFEST® products that have not been installed in accordance with the installation instructions supplied with our material. Or products that are used for purposes other than those specified by the manufacturer.

TERAFEST® WARRANTY	RESIDENTIAL / PRIVATE	COMMERCIAL
BASIC	5	5
EXTENDED	25	10