

5 YEAR GUARANTEE

CERTIFICATE

CUSTOMER

DELIVERY ADDRESS

DELIVERY NOTE NUMBER

DELIVERY DATE

ITEMS

PIECES

Guarantee certificate

We warrant a 5 year sustainability guarantee from the date of delivery for all countries in Europe that the WPC profiles delivered according to the details stated below were produced according to the quality requirements of the Qualitätsgemeinschaft Holzwerkstoffe e.V., the Quality Group for Wooden Composite Materials, Schumannstraße 9, D-10117 Berlin.

Our product, the wood-polymer decking profile POPULARselect, has already been issued a Qualitätssiegel QG/2018/Z36 with the currently valid certificate for wood-polymer deck profiles and we have been allowed, as a producer, to use the Quality Group Qualitätsgemeinschaft Holzwerkstoffe e.V.'s hallmark.

You are purchasing a high-quality product from our certified WPC production, made of forest wood from sustainable forestry, using pure industrial polymer, the quality of which is compliant with the quality and testing regulations for patio decks made of wood-polymer materials, especially regarding bending ability, slip resistance, and water absorption.

Guarantee requirements

According to this 5 year guarantee we will deliver replacements for all deck profiles from our production that are proven not to fulfill the above-mentioned quality requirements, free of charge, ex works, according to the guarantee requirements listed on the back.

The guarantee is subject to the guarantee requirements listed on the back. Without prejudice to the guarantee, legal guarantee regulations apply.

Guarantee requirements

Proper product handling

For the guarantee to be applicable, it is prerequisite that our products be stored, transported, and mounted according to the requirements of the material, and our assembly instructions, using our fitting accessories from our list of accessories, by experts, and in the way the product was intended to be used. Damage due to incorrect handling, or non-adherence to the assembly instructions and maintenance manual, as well as due to external force and general wear and tear, will not be replaced within the scope of our guarantee service.

Guarantee scope and duration

The guarantee scope is 5 years. It begins on the day of delivery to the user and ends 5 years later. The guarantee is valid in all countries in Europe. If there is a justified complaint, we will supply the purchaser with material replacement, free of charge, ex works. Further claims are

excluded. The guarantee, in particular, does not encompass claims of the purchaser to replacement for damage of any kind due to the delivery of faulty pieces. Without prejudice to the guarantee the legal guarantee regulations apply.

Reservation of full payment

The obligation for the guarantee service only becomes valid after the delivered goods and all existing claims from the business relationship have been paid.

Form and duration of the guarantee claim enforcement

Guarantee claims must be submitted in writing within the guarantee period immediately after they have been noticed, at the latest within 12 months, otherwise claims from the guarantee are time-barred, even within the guarantee period. If faults are reported too late, no rights can be derived from the guarantee.

Guarantee basics

The guarantee certificate, as well as the delivery note, are important prerequisites that need to be submitted to validate guarantee claims. In the case of a guarantee service, the guarantee period does not start again. As a basis for the guarantee conditions, the testing procedure, and limit results for DIN EN 15534-1 and DIN EN 15534-4 in the respective valid version apply. Within the scope of outside monitoring by an external testing institute, the following described physical characteristics are tested as a first test.

Tested characteristics

Bending ability, boiling water storage, slip resistance, bending behaviour during long-term loading, behaviour with changing loads, ball drop test behaviour, weathering behaviour, dimensional accuracy, cold water storage, linear thermal expansion factor.