THE OUTDOOR LOOK

The Outdoor Look Limited, West Mill, Hollin Bank, Brierfield, Nelson, Lancashire, BB9 5NG
01282 526 428 | info@theoutdoorlook.co.uk | www.theoutdoorlook.co.uk

Warranty & Care Guide

Artificial hedging: hedge tiles, panels and extendable trellis

Warranty cover

Artificial hedge tiles, panels and extendable trellis are warranted for **3 years from the date of purchase** against manufacturing defects and against excessive UV fading under normal outdoor use. The same 3-year cover applies to residential and commercial installations.

The warranty is given to the original purchaser and is not transferable. If your installer or contractor bought the products, the warranty sits with them.

Depreciating cover

If a claim is accepted, we will at our option repair the affected item, replace it, or refund the depreciated value of the materials originally purchased from us. Cover reduces by 33.33% each year:

Year	Value covered
Year 1	100%
Year 2	66.67%
Year 3	33.33%
After year 3	0%

We do not cover labour, removal, re-installation, hire costs or any other consequential loss.

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What is not covered

- Gradual colour softening and mellowing from sun exposure, which is normal for artificial foliage.
- Slight variation in colour, leaf density or shade between panels, or between batches. Panels are hand-assembled and some variation is inherent.
- Damage caused by heat sources, including barbecues, patio heaters, fireworks and cigarettes.
- Damage caused by inadequate fixing, or by fixing to a fence or structure that fails.
- Loss of foliage caused by high winds where the panel has not been fixed at the recommended number of points.
- Improper installation, accidental damage, misuse, neglect, vandalism, fire, flooding, storm or other acts of nature.
- Damage caused by harsh chemicals, solvent-based or abrasive cleaners, or cleaning methods we have not recommended.
- Modification of the product, or use in an application we have not recommended.
- Products not purchased from The Outdoor Look.

> **Fire performance.** Fire classification is a certification, not a warranty. Only the Garden Hedge Green Wall Panel and the Tropic Garden Artificial Hedge Panel are classified B-s3, d0 under EN 13501-1:2018. No other panel carries a fire rating, and this warranty does not cover the fire performance of any product.

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Caring for your hedging

- **Cleaning:** rinse panels occasionally with clean water to remove dust, dirt or bird droppings. For marks, use mild soap and warm water with a soft cloth.
- **Brushing:** gently brush the foliage with a soft brush or by hand to restore its fullness if leaves become flattened.
- **Inspection:** check fixings periodically, especially after strong winds or storms, and re-secure them if needed.
- **Furniture and pressure:** avoid placing heavy items against the panels for long periods, as this can compress the foliage.
- **Heat:** keep hedging away from barbecues, patio heaters, open flames, fireworks and cigarettes. Extreme heat can melt or damage the foliage.

How to make a claim

- Email info@theoutdoorlook.co.uk as soon as you notice the problem, and in any event within 30 days of discovering it.
- Include your order number and proof of purchase, the date of purchase, the date of installation and a description of the fault.
- Send clear photographs of the affected area, plus a wider shot showing the installation as a whole.
- Do not remove, repair or replace the affected items before we have assessed the claim, as this may mean we cannot accept it.
- We may ask for a sample or arrange an inspection. Reasonable inspection costs are charged at cost and refunded in full if the product is found to be at fault.

This warranty is separate from your right to return goods. For returns, see our Delivery & Returns page.

> This guide summarises our artificial hedging warranty. The full terms are at theoutdoorlook.co.uk/pages/warranties, and they apply if there is any difference.