

Composite Decking Warranty

15 Years guarantee

The Outdoor Look offers this warranty to the original purchaser of our high quality composite decking product. For the purposes of this warranty, the decking product consists of a range of 25mm deck boards available with 2 surface finishes (grooved and wood grain) and in several colours.

Under normal use and service conditions, the product is guaranteed for a period of 15 years from the date of the original consumer purchase against structural damage from fungal decay, termites, rotting, splintering, splitting or warping. If a fault occurs with the decking within the warranty period, then the purchaser shall notify The Outdoor Look in writing. The Outdoor Look will investigate the fault and if necessary, appoint a representative to inspect the deck (any reasonable expenses incurred by The Outdoor Look will be charged to the purchaser at cost and will be fully refundable if The Outdoor Look's product is found to be at fault). If the material is found to be at fault, then The Outdoor Look will either replace the material or refund a percentage of the original material purchase price (6% deduction of total cost per year). The Outdoor Look will not accept any claim for any consequential losses, nor will any recompense be made to the customer for initial installation costs.

To make a claim under this warranty, the original purchaser shall send to The Outdoor Look, a description of the fault, proof of purchase and photographic evidence. The Outdoor Look does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

- Use of The Outdoor Look's Composite decking in an application not recommended by The Outdoor Look or a use which contravenes Building Regulations.
- Movement, distortion, settling or collapse of the ground and/or supporting structure upon which the composite decking is installed.
- Slight variations or changes in colour of the product.
- Faults due to improper handling or storage of the product.
- This warranty doesn't affect my statutory rights.

