



**TWINSON & Q-DECK R RECYCLED  
COMPOSITE DECKING**

## 25 Year Warranty

For a period of twenty-five (25) years from the date of original purchase, Q-Deck® R and Twinson® products shall not split, splinter or suffer structural damage as a sole and direct consequence of termites, insects or soft rotting micro-fungi.

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### LIMITATIONS

For a period of ten (10) years from the date of original purchase, Q-Deck® R and Twinson® products shall not break.

However this warranty explicitly excludes occurrences where the break occurs or may have occurred as a consequence of impact loads or poor design/construction methods. This warranty applies to the use of products in normal residential use.

Contact Hoppings Softwood Products on 01992 578877 if you require a warranty for a deck that is to be created in a commercial type situation.

### WHAT'S NOT COVERED

This warranty does not provide protection against misuse, abuse, neglect or improper storage or handling. Hoppings cannot be held responsible for product failure due to

improper installation or failure to abide by Hoppings fitting instructions. It also excludes the discolouration/staining of the products due to:

- Air borne pollutants, such as mould, algae, leaf litter and any deposits from plants and trees.
- Any other foreign substances that are not listed in the current downloadable 'Composite decking' PDF document on [www.qualitydecking.co.uk](http://www.qualitydecking.co.uk)

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The warranties are wholesaler/manufacturer to consumer/buyer warranties.

However the initial raising of a complaint should be directed to the authorised retailer from where the goods were purchased. The complaint should be made in writing/e-mail and must include proof of purchase ie. a copy or scan of the original invoice.