

# Warranty Information for Q-Garden Products



## Q-GARDEN™ TIMBER COMPONENTS 15 YEAR WARRANTY

Hoppings Softwood Products Plc hereby certify that when fixed appropriately in accordance with the relevant design guidance Q-Garden® timber products shall be deemed under warranty for 15 years from the date of supply.

### CONDITIONS OF WARRANTY

The component shall have been supplied by Hoppings or by an authorised Q-Garden® retailer.

Only Q-Deck® sub-frame timbers are deemed suitably fit for use with Q-Garden® components.

This warranty explicitly excludes the use of non Q-Deck® sub-frame components as Hoppings cannot control the specification or quality of such products and these components could expose correctly preservative treated timber to a greater degree of risk of fungal decay/insect attack. Timber should always be treated in its final form.

However, any timber exposed by cross-cutting, notching or boring after treatment must be liberally swabbed with two coats of brush-on end grain preservative in accordance with the Lonza Treated Timber User Guide for Tanalith® pressure treated timber or the manufacturers instructions.

Where possible cross-cut ends must not then be placed in the hazard zone of the design (ie. in ground contact).

Proof of date and purchase of the timber and end grain preservative must be produced to this effect.

The component shall have been fixed and maintained in accordance with appropriate guidance in force at the time. eg. the Timber Decking Manual and Timber Cladding Manual published by the Timber Research and Development Association and the current Q-Garden® point of sale

### EXCLUSIONS OF WARRANTY

- Q-Garden® products placed in fresh or salt water contact.
- Q-Garden® products supplied for installation outside UK mainland.
- Q-Garden® products removed from their original installation and re-used at a new location.
- Degrade caused by poor maintenance, such as allowing the accumulation of dirt and other organic matter to occur, or by a material change in the installation environment i.e. where a Use Class 3 component is 'in effect' being unnecessarily subjected to Use Class 4 conditions.
- Failure due to Q-Garden® components being used for any purpose for which they were not designed.

### TRANSFERABILITY OF WARRANTY

The Q-Garden® 15 year warranty is fully transferable to new owners of the installed deck without notification.

### UNDERTAKING

The warranty is for the cost of resupply, by Hoppings, of a component that is proven to have failed as a result of fungal decay or insect attack.

**FREE OF CHARGE.** It does not cover the costs of removal or reinstatement of such components or consequential costs or loss due to failure of the component. The term 'fungal decay' as used in the warranty refers to wood destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood. The term 'failed' refers to damage caused by fungi to such an extent that the component is no longer fit for purpose.

### STATUTORY RIGHTS

This warranty is in addition to the purchaser's normal statutory rights.

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.

**Freephone Hoppings Helpline 0800 8496339**