

LIMITED WARRANTY REPLICA WOOD PRODUCTS

1. THERMOTEC PLASTICS LIMITED ("Supplier"), warrants to the original purchaser ("Customer") that their replica wood products ("Products") shall be free from defects in design and material for a period of fifteen (15) years from the date of delivery ("Warranty Period"). The warranty as set out in this paragraph shall be referred to as the "Warranty".
2. Subject to the terms of this Warranty, the Supplier will provide replacement Products provided that:
 - i. promptly upon discovery of any such defect (as set out in paragraph 1) the Customer notifies the Supplier in writing;
 - ii. the Supplier is given a reasonable opportunity of examining such defective Products; and
 - iii. the Customer (if asked to do so by the Supplier) returns such Products to the Supplier's place of business at the [Supplier's OR Customer's] cost.

This shall be the Customer's sole and exclusive remedy and the Supplier shall not in any way be liable for any additional, consequential costs or losses (including the costs of removal, dismantling, or reinstallation of any such products).

3. This Warranty shall apply to any replacement Products supplied by the Supplier provided that the Warranty Period shall be from the date the replaced Products were delivered.

Exclusion of Certain Warranties

4. The Supplier shall not be liable for the Products' failure to comply with the Warranty in any of the following events
 - i. the defect arises as a result of a failure to follow the Supplier's oral or written instructions as to the storage, commissioning, installation, use and maintenance (in accordance with paragraph 7) of the Products or (if there are none) good industry practice regarding the same;
 - ii. the Customer alters or repairs such Products without the written consent of the Supplier;
 - iii. the defect arises as a result of fair wear and tear (arising from but not limited to exposure to industrial pollution, salt spray or chemical atmosphere), wilful damage, negligence, or abnormal storage or working conditions; or
 - iv. use or installation of the Products in applications beyond the products design limits;
 - v. variations in colour, shade or pigment in the Product (as set out in paragraph 5);
 - vi. the Products differ from their description/specification as a result of changes made to ensure they comply with applicable statutory or regulatory requirements;
 - vii. an act of nature, such as (but not limited to) fire, lightning, windstorms, hailstorms; or
 - viii. any defect in the Products arising from any drawing, design or specification supplied by the Customer.
5. Whilst every effort is made to ensure our Polyurethane Replica Wood is coloured to the highest quality, and as UV stable as possible variations in colour, shade or pigment may occur over time. These variations in no way affect the longevity of the product and are excluded from this Warranty.
6. In the unlikely event that your Polyurethane Replica Wood has discoloured beyond your satisfaction, please contact us for advice on how to rectify the problem in situ.

Maintenance

7. Annual maintenance inspections should be carried out to ensure that seals and fixings are in place and are secure, and to establish whether cleaning down is necessary. Clean using a soft cloth or sponge with warm soapy water or mild detergents. Strong acids/alkalis and harsh abrasives should NOT be used and will void this Warranty.