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Warranty for Silvadec fencing boards, profiles, accessories and doors

SILVADEC SAS **guarantees** the buyer that:

- For a period of twenty-five (25) years for residential use, and ten (10) years for commercial, professional or public use, starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, the Silvadec wood composite fencing boards shall not produce splinters and shall not suffer structural damage caused by fungi, wood-boring (xylophagous) insects or termites.

- Starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, the colour of coextruded Silvadec wood composite products (Atmosphere range) is guaranteed for ten (10) years (grey scale ≥ 4 according to ISO 105-A02)

- For a period of ten (10) years starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, Silvadec fencing boards, profiles, accessories and doors made from powder-coated aluminium, aluminium alloy or stainless steel shall not present defects that lead to functional damage, excluding aesthetic damage and wear of consumables.

Exclusions: SILVADEC SAS's warranty does not, under any circumstances, cover damage due to:

- incorrect installation of Silvadec fencing boards, profiles, accessories and doors, and/or failure to comply with the installation instructions or the maintenance sheets (PU11, PU33, PU36, PU37, FE07) supplied by SILVADEC SAS [or downloadable from the website *and which the buyer acknowledges having read*];
- failure to comply with: the building regulations stipulated in the DTU documents, the applicable Eurocodes, recommendations issued by professional bodies, or specific local construction rules;
- the use of Silvadec wood composite or powder-coated aluminium fencing profiles for purposes other than their normal use or in applications other than those intended by SILVADEC SAS and specified in the sales and technical documentation;
- movement, distortion, collapse or subsidence of the ground or the support on which the Silvadec fencing profiles and/or door are installed;
- any case of force majeure (flood, storm, earthquake, lightning, vandalism, etc.), environmental problem or staining caused by external agents (e.g. atmospheric pollution, surface moulds, soiling, fruit, rust, grease, etc.) which could have been removed by regular maintenance of the product;
- changes in appearance from one board or profile to another, such as variations in colour, texture or brushing, and changes in colour caused by exposure to UV rays;
- unsuitable handling, or inadequate storage / treatment resulting from negligence of the buyer or of a third party;
- direct or indirect contact with non-natural heat sources such as barbecues, cigarettes, pyrotechnic products and/or fire.

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Limitations: If a fault occurs during the warranty period, the buyer shall notify SILVADEC SAS in writing, describing the fault in question and enclosing photographs of said fault and of the installation system (structure, support, landscaping, etc.), with a description of the environment around the location of the structure (e.g. proximity to an industrial, agricultural, or forested area), and attaching proof of purchase.

SILVADEC SAS shall only start addressing the fault after validation of the claim. It then takes steps to:

- replace defective or confirmed non-compliant Silvadec goods with similar Silvadec products, which may be of a slightly different colour, or
- substitute the goods with a Silvadec replacement product which SILVADEC SAS considers to be of comparable value and quality, or
- refund a fraction of the purchase price paid by the buyer for the defective item.

The option chosen remains at SILVADEC SAS's exclusive discretion.

The warranty shall take into account the date of purchase of the faulty goods and their overall condition. An estimate of the depreciation in the goods' value due to fair wear and tear will then be made.

SILVADEC SAS reserves the right to discontinue, at any time, any Silvadec fencing profiles, accessories and/or doors
The expenses incurred by removing or replacing defective products (shipping, delivery, removal or re-installation costs) are not covered by this warranty.

No person or legal entity is authorized by SILVADEC SAS to enter into any commitments or make any declarations (and SILVADEC SAS shall not be bound by any declaration of this type) as to the characteristics, performances and any recommendation regarding installation of Silvadec fencing boards, profiles, accessories and doors in any terms other than those contained herein, and in our installation instructions.

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Under no circumstances shall SILVADEC SAS be liable for any special, accidental or indirect compensation, and its obligation regarding the faulty goods shall not under any circumstances exceed the cost of replacing said goods or refunding their cost as described above.

This warranty is only valid in countries of the European Union, Iceland, Norway, Switzerland, Bosnia and Herzegovina, Serbia, Kosovo, Montenegro, North Macedonia, Albania, Moldova, Great Britain and Morocco.

PU11: Silvadec fencing - installation instructions
PU33: Silvadec fencing accessories - installation instructions
PU36: Silvadec aluminium fencing - installation instructions
PU37: Silvadec aluminium door - installation instructions
FE07 : Maintenance advice for fencing boards

SILVADEC SAS-GAR-3v4-Fr dated 2026/01/23