



SND Trade warrants to the original purchaser of the SND Trade products that SND Trade products shall be free from material manufacturing defects and shall not splinter, rot, split, or suffer structural damage from termites or fungal decay under normal use and proper service conditions, and according to the SND Trade Installation Guidelines. SND Trade is protected by a 25-year warranty. SND Trade warranty will be twenty-five (25) years from the original purchase date.



Suppose a defect occurs within the applicable warranty period. In that case, the purchaser shall send proof of original purchase, pictures or other evidence of the defective items, and a description of the claimed defect to the original purchased authorised retail store or the following email address: [info@sndtrade.com.au](mailto:info@sndtrade.com.au). Suppose conforming by an authorised SND Trade representative of the defect. Defective products will be replaced.

Product	Warranty Period – Residential	Warranty Period – Commercial
SND Trade Co-Extrusion Composite Decking	30 Years	15 Years

SND Trade does not warrant against attributable to:

1. Improper installation of SND Trade products.
2. Failure to comply with written instructions of SND Trade , local building codes, and applicable laws.
3. Movement, distortion, collapse or settling of the ground or the supporting structure upon which SND Trade Products are installed;
4. Any Act of God, including but not limited to flooding, hurricane, lightning, earthquake, tornado, cyclone, hail, wind etc., environmental condition, including mould, mildew, etc.
5. Direct or indirect contact with the SND Trade products of extreme heat sources,
6. The application of paints, stains, surface treatments or other chemical substances, including but not limited to clearers or pesticides;
7. Improper handling, storage, abuse or neglect of SND Trade products by the purchaser or any other party;
8. Impact from objects;
9. Ordinary wear and tear;
10. Fading, flaking or other deterioration of any paints, stains or other coatings placed on the SND Trade Products;
11. No warranty is given concerning variations or changes in colour or embossing patterns of SND Trade products;
12. No warranty for non-SND Trade Products.
13. Warranty will not be given to extra modifications, such as Drill tables, Drill chairs, and other drill products.

### **Claim Procedure**

To process the warranty claim, the purchaser must send to SND Trade retail, at the address above, in no event later than thirty (30) days after any discovery of a possible nonconforming nature of or other failures of the SND Trade product, such as the following:

- Proof of the original purchase;
- Photos or other supporting evidence of the SND Trade products
- ❖ Original proof of purchase must add the following conditions:

- It must be from an authorised dealer from SND Trade.
- It must show the original purchase date.
- Must show purchase bill or authorised document from the dealer or trader.

Please Note: Before the claim, the warranty purchase must be informed to the SND Trade team and make an appointment to visit the site. After, the team will make a warranty claim report. After that, the team will be able to claim your warranty.

### **Who is covered by this warranty?**

This warranty only covers the original purchaser, residential or commercial as may be, of the SND Trade products noted below; for the limited warranty, the “original purchasers” who were the actual property owners upon which products of SND Trade were installed.

### **Care and maintenance**

SND Trade products must be stored on a clean, flat surface before installation. It is essential to protect SND Trade decking boards from impacts from heavy or sharp objects while the installation is taking place. Covering the decking boards with a heavy fabric (e.g. canvas) is recommended. It is also recommended that you do not mark with oil pens and coloured pens. We recommend leaving the laying of your new deck until after all other works have been completed. For general cleaning, use soap and water. Do not use harsh chemical cleaners with contents such as bleach, ammonia, petroleum, acid etc.

### **Colourfed Warranty**

The warranty for Co-Extrusion boards includes a 15-year limited warranty against colour fade. However, it's important to note that extreme fluctuations in temperature can potentially cause colour changes due to chemical reactions. Additionally, WPC (Wood Plastic Composite) boards may experience slight lightening in colour during the initial three months of use as a result of UV exposure as they adapt to the colour range. Once the colour has adapted and settled, it typically does not undergo further changes due to UV exposure.

However, it's stated clearly that the company does not warrant the WPC against fading from UV exposure, as it's considered a characteristic of composite decking. It's emphasized that customers should ensure their understanding of this reality before making a purchase.

In summary, while the warranty covers colour fade for a limited period, it's acknowledged that UV exposure and other factors may cause colour changes, and these are inherent characteristics of composite decking.