

DURASID® SHADOW 524167

Warranty Duration

The warranty is valid for a period of 10 years for residential and commercial use, starting from the installation date.

Warranty Coverage

For products from the **DURASID® SHADOW range in the colours ATK (Anteak) and TOM (Turner Oak Malt)**, we guarantee that the product will not undergo excessive visual degradation under normal use and maintenance during the defined warranty period. If, during this period and subject to the applicable conditions, exceptional wear occurs on these products, Plastivan will replace or compensate the defective product, taking into account a depreciation proportional to the time already elapsed and the warranty period.

Notes:

- Removal and reinstallation costs, labor, or any other expenses (e.g. transportation costs) are not covered under this warranty.
- Any defect must be reported to Plastivan no later than two months after it has been discovered.
- Colour changes or differences resulting from exposure to sunlight, weather conditions, or natural aging are considered normal characteristics of wood composite and are therefore not covered under this warranty.
- The product's stain resistance assumes normal and timely maintenance of the surface. Stains or discolouration caused by substances that have remained on the surface for an extended period without being cleaned in time are not covered by the warranty.
- Placing the product near vegetation (fruit trees, shrubs, etc.) increases the risk of staining from falling fruit, sap, resin or leaf debris. Stains resulting from insufficient or delayed maintenance in such cases are not covered by the warranty.

Conditions for Warranty Claim

To be eligible for a warranty claim, the customer must provide the following:

- A detailed description of the alleged defect.
- Photos of the defect, including the surrounding area and the installation system (structure, groundwork, etc.).
- A description of the installation environment, such as proximity to industrial, agricultural, or wooded areas.
- A copy of the proof of purchase, issued by Plastivan.

Plastivan reserves the right to carry out an inspection if a defect is reported.

Conditions for Warranty Validity

The warranty is only valid if the following conditions are met:

- The product has not been exposed to temperatures higher than 40 °C.
- The construction complies with the installation instructions published by Plastivan and valid at the time of installation.
- The installation must take place within the EU, UK, Russia, Norway, Moldova, or Belarus.

Exclusion of Warranty

The warranty becomes void if the following precautions are not observed:

- Damage resulting from improper use (2) or external factors (3).
- Damage resulting from improper storage (4).

Improper Use (2):

Failure to handle the materials with reasonable care, such as not following maintenance guidelines or incorrect use of decking boards.

External Factors (3):

Damage caused by factors beyond Plastivan's control, such as ground subsidence, storm damage, or other external influences.

Improper Storage (4):

Failure to comply with storage guidelines, such as exposure to extreme temperatures, humidity, or weather conditions.



Plastivan NV
Wantestraat 3
B-8780 Oostrozebeke
Belgium