



SILVADEC SAS
SILVADEC® Warranty

25 years – residential use
10 years – commercial use, professional or public

SILVADEC SAS guarantees the buyer, for a period of twenty-five (25) years (residential use) and ten (10) years (commercial use, professional or private) as from the purchase date and according to normal conditions of use and regular maintenance, that the products made from the wood composite SILVADEC® will not produce any splinters and will not be the subject of structural damage caused by fungi, xylophagous insects or termites.

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

badly installed SILVADEC® products and/or a failure to respect the guidelines or the maintenance sheet (PU7, PU11, PU20, FE) provided by SILVADEC SAS or downloadable from the website, which the buyer acknowledges having fully read,

the failure to respect the regulations decreed by the building codes in force or the recommendations of professional bodies (such as the FCBA guide),

the use of SILVADEC® products beyond normal use or for an application other than that intended by SILVADEC SAS and recommended in the sales and technical documentation, or that does not comply with local building regulations,

the movement, distortion, collapse or subsidence of the ground or the support structure on which the SILVADEC® products (decking, fencing panels, railings) are installed,

any case of force majeure (flooding, tornado, earthquake, lightening, etc.), environmental problems or stains resulting from external substances that are visible despite regular product maintenance (atmospheric pollution, mould, dirt, fruit, rust, grease, etc.),

variations in colour, texture or brushing from one plank to another as well as changes in colour associated with exposure to natural UV rays,

inappropriate handling, unsuitable storage or treatment caused by the negligence of the buyer or a third party.

Médaille d'Or
de l'Innovation
Batimat 2003

Concours
de l'Innovation
Jardin&Paysage
2005

Trophée
de la Nouveauté
Salon de La Piscine
Wellgreen 2008



Limitations: If a defect occurs during the period of warranty, the buyer must inform SILVADEC SA in writing, describing the defect in question and attaching proof of purchase. The problem will only be remedied after validation of the complaint by SILVADEC SAS, who will proceed as follows:

replace the defective SILVADEC® products with identical SILVADEC® products

that may be slightly different in colour, or

substitute them with a SILVADEC® replacement product that SILVADEC SAS considers to be of a comparable value and quality, or

reimburse the proportion of the purchase price paid by the buyer for the defective article.

The choice of solution remains the exclusive right of SILVADEC SAS.

The warranty will take into account the purchase date of the defective SILVADEC® products and their condition. Their actual value will be calculated according to the products' state of wear and tear.

SILVADEC SAS reserves the right to suspend the availability of any SILVADEC® product at any time.

The costs incurred by the removal of defective SILVADEC® products or their replacement (shipment, delivery, removal or installation costs) are not covered by this warranty.

No person or entity is authorised by SILVADEC SAS to make statements (and SILVADEC SAS shall not be bound by any statement of this kind) as regards the characteristics, performance or any installation recommendations regarding SILVADEC® products in terms other than those contained within the present warranty.

This warranty is only valid in the European Union.
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