

DUOFUSE® WOOD COMPOSITE

Warranty Duration

The warranty is valid for a period of 25 years for residential use and 10 years for commercial use, starting from the date of installation.

Warranty Coverage

For the wood composite products (1) in the DUOFUSE® range, we guarantee that the functionality of the product and its resistance to termites and other insects will be maintained, and that these products will not degrade excessively under normal use within the specified warranty period. If, under the applicable conditions, abnormal wear occurs within the warranty period, Plastivan will either replace the defective product or offer compensation, taking into account depreciation in proportion to the time elapsed and the total 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.

(1) Wood composite products refer exclusively to products made of 100% wood composite. (DFDF162 excluded).

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.



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