

Paving Stones Direct UK Ltd

Turner Drive
Worksop, Nottinghamshire
S81 7AE



Composite Decking Warranty

Introduction:

Paving Stones Direct is dedicated to providing quality composite decking products to our customers. We stand by the durability and reliability of our products, and as such, we offer a warranty to ensure your peace of mind.

Warranty Length:

- 10 years for standard (hollow) models
- 15 years for solid models

***Models defined on product specifications**

Paving Stones Direct, as the supplier, will replace any composite product used in the proper application if it experiences issues due to rotting such as structural deterioration or fungal decay as an example. Rotting caused by insect or pest infestation is not covered.

This replacement coverage is valid within 5 years from the purchase date. Please note that this warranty does not cover installation costs, debris/waste removal, re-installation, colour variations, or fading. Paving Stones Direct's sole obligation is limited to replacing composite decking or providing the relevant refund subject to when the claim was made, and we hold no further obligation or liability beyond what is stated herein.

Exclusions:

This warranty provided by Paving Stones Direct does not apply to any composite decking that:

- Is damaged due to natural disasters, force majeure or acts of war.
- Suffers damage during transportation or due to operational causes.
- Has not been installed in accordance with provided installation guidelines, local building codes, and deed-restricted community rules and regulations.
- Has been used, altered, or treated in a manner not intended by Paving Stones Direct.
- Displays normal wear and tear that doesn't significantly affect the use of the product, such as minor colour variations, fading, and minor cracking or warping resulting from long-term use or extreme temperatures.
- Is damaged due to improper maintenance, including neglect, failure to clean, or allowing organic buildup such as mold, moss, or algae.
- Suffers damage due to improper storage prior to installation, including prolonged exposure to moisture, direct sunlight, or extreme temperatures.
- Is damaged due to inadequate drainage, standing water, or moisture traps that cause material degradation.
- Suffers impact damage caused by accidental or intentional external forces, including vehicles, falling objects, or heavy blows.

- Is damaged due to exposure to harsh chemicals, solvents, acid rain, or cleaning agents not approved by Paving Stones Direct.
- Suffers damage caused by insects or pests, including burrowing insects and rodents.
- Has been painted, stained, or coated with a sealant not recommended or approved by Paving Stones Direct.
- Is damaged due to excessive weight or load bearing, such as attaching heavy objects, trellises that are not supplied by us, or external fixtures beyond recommended limits.
- Suffers heat damage due to prolonged exposure to high temperatures, fire, or reflected heat from glass surfaces.
- Has been modified, cut, drilled, or altered in any way that is not in accordance with manufacturer guidelines.

Failure to adhere to the provided product restrictions or comply with local building codes and regulations will result in the nullification of the warranty. Paving Stones Direct reserves the right to inspect materials and investigate claims.

All construction involving composite decking must adhere to local zoning and building codes.

Transferability:

This warranty is provided exclusively to the original purchaser of the composite decking or **automatically transfers to the end customer** if purchased by a **3rd party** as part of a project for a homeowner or property owner. In such cases, the 3rd party must provide proof of purchase along with documentation linking the Decking to the final owner, such as an invoice or contract.

Should the homeowner sell their property, the warranty is **non-transferable** and will not be valid for the new owner unless explicitly stated otherwise in writing by Paving Stones Direct.

Maintenance Requirements:

To ensure the longevity and optimal performance of the composite decking, regular maintenance as recommended by Paving Stones Direct is essential. This warranty remains valid only if the Decking has been properly maintained in accordance with our provided guidelines. Failure to adhere to these maintenance recommendations may result in the nullification of the warranty.

Limitation Period:

Any legal action brought against Paving Stones Direct concerning this warranty or the products covered by it must be commenced within **six years** (five years in Scotland) from the date the cause of action arises. Any claims or actions initiated after this period will not be entertained or recognized by Paving Stones Direct.

Governing Law:

This warranty shall be governed by and construed in accordance with the laws of the United Kingdom. This warranty does not affect the statutory rights of consumers under the UK Consumer Rights Act 2015. Any disputes arising out of or in connection with this warranty shall be subject to the jurisdiction of the courts of the United Kingdom.

Claim:

To obtain a refund or replacement, the original owner must submit their claim along with the warranty certificate, the original purchase invoice indicating the purchase date, and images of the defective products. Claims must be submitted within 30 days of noticing the defect.

Claims Process:

1. Claims must be submitted **within 30 days of discovering the issue**.
2. The original purchaser must provide:
 - Proof of purchase (invoice or receipt).
 - Images of the defective product showing the extent of damage.
 - A description of the issue.
 - Warranty certificate.
3. Once a claim is registered, **Paving Stones Direct will send a representative** to assess the Decking on-site and produce a report.
4. This report will be used to determine the next steps for resolution.
5. Based on the assessment, **Paving Stones Direct will determine the appropriate resolution**, which may include replacement of the defective product or a full/partial refund subject to when the claim was made.
6. **Replacement coverage is limited to the Decking product itself**. No additional costs, such as labor or disposal fees, will be covered.

Prorated Limited Warranty Schedule:

Recovery	Standard (Hollow) 10 - Year	Solid 15 - Year
100%	0 - 5 Years	0 - 6 Years
80%	6 Years	7 - 8 Years
60%	7 Years	9 - 11 Years
40%	8 Years	12 - 13 Years
20%	9 Years	14 Years
10%	10 Years	15 Years

Note: The table above represents the prorated warranty coverage based on the year of the claim. For example, if a claim for a standard model is made in the 6th year, the warranty coverage is 80%.

Please be aware that Paving Stones Direct's warranty applies exclusively to the supplied products only. Under no circumstances will Paving Stones Direct be liable for labour or other expenses incurred by the purchaser, or for special, incidental, exemplary, or consequential damages arising from the manufacture, sale, supply, or use of the products. This liability, whether based on warranty, contract, tort, or otherwise, shall not exceed the actual purchase price paid by the purchaser for the factory products.

Closing:

Thank you for choosing Paving Stones Direct. We deeply value your trust and are committed to providing you with quality products that stand the test of time. Should you have any questions or concerns regarding our products, please don't hesitate to reach out to our dedicated customer service team.

Signed for and on behalf of the manufacturer by:

Name and Function: Thomas Raisbeck, Company Owner/Operations Director

Place of Issue: Paving Stones Direct UK Ltd
Turner Drive, Worksop, Nottinghamshire, S81 7AE

Date of Issue: 19/02/2025 - Wednesday 19th February 2025

Signature: *T.Raisbeck*