

PRODUCT GUARANTEE

10 YEARS

Manufactured Pressure Treated Products

15 YEARS

On all PermaTimber® fence posts
including labour*

**We will pay the installer £10 per post replaced, with a maximum of £250.00 per claim if the posts need replacing within 15 years from date of installation.*

The product guarantee covers

Any pressure treated product from fungal decay, insect attack, manufacturing defects, or other issues that render the product "not fit for purpose".

"Not fit for purpose"

Means the product is no longer able to perform the function it was purchased for, so a degree of degradation may be acceptable if the product is still able to perform it's function.

The guarantee does not cover

Wind damage, sun bleaching, natural splits and "shakes", twisting, warping, shrinkage, swelling, peeling, raised grain, non-decaying mould /algae, colour fade or variations, damage by a third party person or object, mis-use, or use for a function that the product was not originally intended for.

In the event of a successful claim

We will assess the product and decide if repairing the product is appropriate, or replacement of certain parts or the entire product is required.

PermaTimber

If the product is PermaTimber and replacement is required, the labour rates detailed above will also be paid as well as replacement like-for-like posts provided free of charge. All other product guarantees refer only to the product itself and are exclusive of any labour or any other ancillary cost. All PermaTimber warranty clauses will need to be adhered to for a PermaTimber claim to be successful, details available on the separate warranty sheet to download: <https://cheltenhamfencing.co.uk>.

In order to claim

We must be notified as soon as possible after the defect had been discovered, and proof of purchase will be required in the form of the original invoice. You may be asked to send photos or other evidence of the defect, and a site visit may be arranged. We must be notified of the defect before replacement or repair has taken place, and confirmation from us that the claim has been approved is required before replacement work takes place. If the replacement or repair work has been carried out without notifying us before-hand, the claim will not be approved.