



PermaTimber 15 year warranty **Terms and Conditions**

1. When used in the appropriate use, PermaTimber products have a 15 year guarantee against failure from fungal decay and wood destroying insects. Failure is defined as the product being damaged to such an extent that it is no longer fit for purpose.
2. The guarantee does not cover other natural characteristics of timber such as blue stain, non decaying mould growth or fungi, splitting, twisting, warping, shrinkage, swelling, or fading of colour.
3. Your invoice acts as your PermaTimber guarantee, the date the guarantee begins, and as proof of purchase. A copy of your invoice must be produced when making a claim. Therefore it is essential to keep a copy of your invoice for the 15 year warranty period. It is important to ensure that your invoice clearly states that your products are "PermaTimber" products.
4. A claim should be made in writing, telephone or e-mail direct to Walford Timber Ltd using the above contact details.
5. The products should only be used for their intended use, in normal conditions. If you feel your proposed use or its environment is out of the ordinary, it is important to notify us prior to purchase / installation as this may need to be taken into account when treating the product.
6. PermaTimber products are only effective because the treatment process forms a barrier to fungal and insect decay, the causes of rot. Any cutting or machining can break the treated barrier and therefore reduce the expected service life of the product. Cutting through the product should be avoided, however if this is really not possible, the cut end should be re-applied with Osiose Cut End© or Osiose End Coat©. The cut end should never be put into the ground, or in contact with the ground (i.e. if a fence post is cut to reduce its length, the cut end should be at the top of the post when installed). If a product appears to be cut and a claim is made, proof of purchase of Osiose Cut End© or Osiose End Coat© will be required to validate the claim. Any drilling, notching, angling etc should also be coated with either of the above products before installation.
7. When installing timber products into the ground, it is essential that water can drain away from them. This can be achieved by putting at least 6 inches of gravel / ballast / loose stone into the bottom of the hole, then placing the post into the hole, and then filling the hole with cement to within 6 inches of ground level. If concrete is at the bottom of the hole directly beneath the post, the water cannot drain away, and the likelihood of early decay increases. The top 6 inches of the hole should be filled with either loose soil, or loose stony material to assist the drainage away from the post at ground level. (See diagram.)
8. This guarantee covers the product only, and not consequential costs of replacing the product such as labour costs, or any other costs incurred. Identical or equivalent products will be offered in replacement should a claim be successful.
9. This guarantee is in addition to your statutory rights.

