



20- Year Warranty Terms & Conditions for BetterWood Timber:

1. This warranty covers only “UC4 ground contact” timber supplied by BetterDeck Ltd.
2. To activate the 20-year warranty, all details and submissions must be registered on the official BetterDeck registration form.
3. Registrations for the 20-year warranty must be received no later than 60 days from the invoice date to validate any registration. Registration form must be accompanied with proof of purchase in the form of a purchase invoice.
4. Upon completion of registration, the customer will be sent an email confirmation with notification of registration to the warranty scheme registered with BetterDeck Ltd.
5. The warranty covers the replacement of a component/joist that is proven to have failed as a result of fungal decay or insect attack within 20 years of supply.
6. It does not cover the costs of removal or reinstatement of such components/joists or consequential costs or loss due to failure of the component.
7. To submit a warranty claim you must: contact the Customer Sales of BetterDeck Ltd within two weeks of 20-year expiry date to make the request and provide proof of registered warranty, as per written confirmation sent at the time of warranty registration.
8. On submission of a claim for product failure to BetterDeck Ltd. under this Warranty, the customer shall provide BetterDeck with:
 - (a) A cross section of the timber (minimum 200mm length) exhibiting the product failure due to fungal decay or insect attack that is sufficient for testing.
 - (b) Such other information as BetterDeck may reasonably require such as access to the site of installation etc.
 - (c) A photograph of the affected product in situ.
9. BetterDeck will promptly investigate the complaint and establish the issues surrounding the claim before a final decision is made on product replacement of the portion of the purchase price paid by Purchaser for such defective Products (not including the cost of its initial installation).



If a Residential Purchaser makes a valid warranty claim during years five (5) through twenty (20) after the original purchase date, then the Residential Purchaser's recovery will be prorated as indicated below. If BetterDeck Ltd. is providing replacement materials, it may elect to replace the percentage listed below of products; if BetterDeck Ltd. is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of the products.

Year of Claim	Recovery
01-04	100%
05-07	80%
08-10	60%
11-13	40%
14-16	20%
17-20	10%

10. The terms "rot" and "fungal decay" as used in this Warranty mean attack by wood destroying fungi that disintegrate the wood cell walls.

11. "Weathering" of wood or mold growth is not fungal decay/rot of any type is excluded from this warranty.

12. The term 'failed' refers to damage caused by insects and/or fungi to render the component no longer fit for purpose.

13. Only BetterWood "UC4 ground contact" timber treated to Use Class 4 must be used in above contact situations in combination with BetterDeck's pedestal support system.

14. Users should refer to additional information in relation to exclusions available from BetterDeck Ltd.

15. The 20-year warranty is not transferable, and no alternative will be offered.

16. If pressure treated timbers are removed and re-installed, the warranty is null and void.

17. This guarantee does not affect the statutory rights of the consumer.



Installation & Maintenance Requirements:

When treated at the sawmill, an envelope of treatment is applied to the timber to protect it from fungal/insect attack. Re-working of the treated timber on site should be avoided at all costs as this may result in warranty becoming null and void. Cross cutting, boring, drilling or notching will affect the envelope of treatment. If treated timbers are modified, then all exposed surfaces should then be given two liberal brush coats of a suitable preservative as recommended by the manufacturer of the industrial wood preservative used in the original treatment (Protim solvent based canned preservative). Re-treated exposed surfaces must never be placed in ground contact.

It is important to remember that the penetration achieved by brush is less than that achieved in the pre-treatment process and it is best to avoid or minimise re-working.

Treated wood must not be pointed after treatment.

Treated wood must never be rip sawn, thickened or planed along its length. If this takes place, it must be returned to the treatment plant and retreated prior to use.

It is important to achieve good drainage away from the treated timber area; this can be achieved by placing gravel or loose stones below treated timber prior to installing the treated timber above ground.

Treated wood must not be moved from their original installation and re-installed, to do so will nullify any warranty.