



WARRANTY

PuraPrime

Limited Warranty

PuraPrime™ EFFECTIVE FROM DATE OF PURCHASE

Applies to the PuraPrime™ composite decking system. Not applicable to other products or accessories. This document sets out the coverage periods, conditions, exclusions and claims process of the manufacturer's limited warranty.

DEFORMATION / CRACKS 2 years	ROT / DECAY / INSECTS 15 years	REMEDY Replacement	CLAIMS sales@ puracomposite.com
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01 Limited warranty

1.1 PuraComposites Ltd (the “Company”), as warrantor, provides the original buyer (the “Purchaser”) with a warranty for the PuraPrime™ composite decking system, covering defects inherent in the products under normal use and when the system is installed and maintained in accordance with the Company's instructions. The warranty is valid within the European Union and runs from the date of purchase, evidenced by an invoice or receipt.

1.2 **Warranty periods.** Two periods apply, each from the date of purchase:

COVER	PERIOD
Deformation, cracking and warping (excluding mechanical damage from impact or static loading)	2 years
Rotting, decay and damage caused by insects	15 years

02 Warranty conditions

2.1 The warranty is conditional upon proper installation of the decking system in accordance with the Company's installation instructions, with particular attention to the following:

- 01 Leaving longitudinal and transverse expansion gaps between system elements and adjacent fixed objects (walls, retaining walls and the like).
- 02 Installation on a stable, level base with the joist spacing specified in the installation instructions.
- 03 Using only the mounting accessories that are integral parts of the system.
- 04 Complying with the rules for use and care of the decking system.

03 Exclusions

3.1 The warranty does not apply to:

- 01 Damage resulting from improper installation, or from an improperly prepared substrate or structure for the boards.
- 02 Mechanical damage caused by, for example, excessive load, impact, or scratching with a sharp object.
- 03 Stains or discolouration caused by greasy or caustic substances, paints, lacquers and the like.
- 04 Shade changes caused by uneven exposure to light.
- 05 Changes to the colour and surface texture of the boards caused by use and natural ageing, exposure to UV and water.
- 06 Dimensional variations of the products not exceeding 2%.
- 07 Dimensional changes of the products caused by thermal expansion of the material.
- 08 Colour differences between different production batches.
- 09 Products used for purposes other than those specified by the manufacturer.
- 10 Products installed defectively or not in conformity with the installation instructions and/or product datasheet.

04 Making a claim

- 4.1 To be considered, a complaint must be made in writing no later than **14 days** after discovery of the defect; if this deadline is exceeded, the complaint may not be accepted. Submit complaints to sales@puracomposite.com.
- 4.2 Claims relating to goods not in conformity with the contract, or with apparent defects, must be notified before installation, within **7 days** of receipt of the goods. After installation, claims regarding non-conformity or aesthetic defects (visible damage, colour differences) will not be considered.
- 4.3 The Company has the right to inspect the installation in order to examine and determine whether a defect is covered by the warranty.
- 4.4 Complaint processing takes 14 days; where the goods need to be inspected remotely, this period may be extended.
- 4.5 If a complaint is accepted, the Company will deliver defect-free products to the Purchaser at its own expense within **30 days**. Products delivered as a replacement are covered by this warranty only for the remaining period of the original warranty.
- 4.6 Items returned or complained about must be packaged and secured so that they can be loaded and transported efficiently and safely. Where a complaint is not accepted, transport and other handling costs are borne by the Purchaser.

- 4.7 Where a defect cannot be removed, or its removal would entail excessive cost, the Company may reduce the price of the product. The manner of fulfilling warranty claims is at the Company's discretion; if the same product cannot be supplied, the Company will supply a substitute of similar characteristics.
- 4.8 The Company will not compensate for any additional costs or losses related to use of the product (such as assembly, disassembly or storage).

05 General terms

- 5.1 This warranty does not exclude, limit or suspend the Purchaser's rights under the statutory warranty provisions for defects of the sold item.

END OF WARRANTY TERMS

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