



Evoca Guarantee

- 15 years protection against de-lamination and rot.

1. 15 year limited guarantee:

The manufacturer guarantees to the original buyer that when properly installed and maintained according to Evoca installation and maintenance instructions, Evoca decking will for a period of fifteen (15) years from the date of installation be free from delamination and rot. A delamination is deemed to be a minimum of 20cm in length and 2 mm wide.

2. Exclusions

The Evoca guarantee is not valid under the following circumstances:

1. Installation directly to a concrete slab, directly onto the ground, directly on top of other decking, or any installation which precludes proper ventilation above, below, and to the side.
2. Lack of a 4mm gap between each board for drainage, cleaning and ventilation.
3. Extractive bleeding, water rings, food, organic, pet or paint stains.
4. Settlement, shrinkage, distortion of the substructure, fair wear and tear, fading, mould or mildew.
5. Decks which are not properly sloped for drainage.
6. Non-approved surface treatments applied to the deck.
7. Stains from non-galvanized, non-stainless or uncoated screws.
8. Improper handling or storage.
9. Chemical or solvent corrosion, physical abrasion.
10. Natural disasters.
11. Improper cutting or alteration, repainting, refinishing.
12. Installation of visibly defective product.
13. Manufacturer's liability under this guarantee is limited solely and exclusively to reparation or replacement of defective Evoca product. Under no circumstances shall the manufacturer be liable for labor, installation, reinstallation, freight, taxes or any other charge related to any claim.

4. Claim Procedure

Any claim under the guarantee must be made in writing, within 30 days of the defect being detected. Claims must also be filed within the guarantee coverage period and include proof of purchase verifying the date of the original sale. Upon verification of a claim the manufacturer shall arrange for the delivery of replacement product. It is a condition of the guarantee being settled that Evoca has access to the site of the installation to perform inspection, and remove samples for testing and analysis of any affected product.

The manufacturer shall not be liable for any indirect, incidental, punitive, consequential, exemplary or other damages of any kind whatsoever, whether any such claim is based upon theories of contract, guarantee, negligence, tort, strict liability or otherwise. In any dispute over the performance of the product, the purchaser shall have the burden of proof that the product was installed, finished and maintained in accordance with the manufacturer's applicable instructions. To file a claim under this guarantee, purchaser must have proof of claim such as picture or samples of the defective products. The claim should be filed with the merchant where the product was originally purchased.

This guarantee may not be altered or amended except in a written instrument signed by the manufacturer and purchaser. The guarantee is not transferable. No dealer or other persons or entity is authorized by the manufacturer to make statements or representations regarding the performance of Evoca products except as contained in this guarantee. The manufacturer shall not be bound by any such statements other than those contained herein.