



# Ekodeck® Decking

Designer Series / Warranty



No oiling, staining  
or sealing



Tested & built  
to last longer

25<sup>YRS</sup>

Up to 25-year  
warranty

[ekodeck.co.nz](http://ekodeck.co.nz)

## **EKODECK DESIGNER SERIES WARRANTY NEW ZEALAND EXPRESS WARRANTY**

### **1. THE WARRANTY**

- 1.1 This Express Warranty is only between You and Ekodeck and is not transferable.
- 1.2 Ekodeck warrants to the Purchaser that the Product when used for an Authorised Purpose:
  - 1.2.1. is of merchantable quality;
  - 1.2.2. is free from Defects;
  - 1.2.3. is fit for purpose;
  - 1.2.4. complies with legislative requirements at the time of purchase; and
  - 1.2.5. shall not split, rot, splinter or suffer structural damage from termites.(Hereafter collectively referred to as the "**Warranty**").
- 1.3. The Warranty commences on the date that the Purchaser purchases the Product and expires on the following corresponding date:
  - 1.3.1. Ten (10) calendar years from the date of original purchase by a Purchaser of the Product used in a Commercial Application; or
  - 1.3.2. Twenty-five (25) calendar years from the date of purchase by a Purchaser of the Product used in a Residential Application.(Hereafter collectively referred to as the "**Warranty Period**").
- 1.4. Ekodeck, acting reasonably, will determine whether the Product was used in a Residential Application or Commercial Application having regard to the Claim.

### **2. WARRANTY CLAIM PROCEDURE**

- 2.1. If You believe a Product has a Defect You must follow this Warranty Claim Procedure.

- 2.2. During the Warranty Period, the Purchaser must provide written notification together with supporting documents to Ekodeck within 30 days from the Purchaser discovering the Defect ("**Notice**").
- 2.3. The Notice must include:
  - 2.3.1. details with respect to the application of the Product;
  - 2.3.2. a clear description of the alleged Defect;
  - 2.3.3. photographs of the alleged Defect;
  - 2.3.4. quantity of the Product claimed to be defective; and
  - 2.3.5. proof of original receipt (or other evidence displaying the date of purchase, with such further evidence to be to the reasonable satisfaction of Ekodeck).(Hereafter collectively referred to as a "**Claim**").
- 2.4. Upon receipt of the Claim, Ekodeck will contact the Purchaser as soon as practically possible to investigate the Claim, where Ekodeck will seek to establish the cause of the Claim.
- 2.5. If a Defect is found, Ekodeck may, at its sole discretion, repair or replace any Defective Product or part thereof of a Defective Product. If an identical part or component is not available, Ekodeck may repair or replace with parts and components of similar quality, grade and composition.
- 2.6. In addition to the rights of Ekodeck in clause 2.4 of this Warranty, Ekodeck may, at its sole discretion, elect to refund all or part of the purchase price paid by Purchaser for the Defective Product.

### **3. LIMITATIONS AND EXCLUSIONS TO WARRANTY**

- 3.1. Where a Defect arises due to mould or mildew, the Warranty Period is limited to two (2) years from the Date of Purchase, irrespective of any other provision in this Warranty.
- 3.2. This warranty does not cover installation and or use of the Product for any purpose that is not an Authorised Purpose.

3.3. For the purpose of this Warranty, the following matters are excluded from the definition of a Defect:

- 3.3.1. improper installation, maintenance or handling of the Product and/or failure to abide by Ekodeck's installation or maintenance guidelines, including but not limited to improper gapping;
- 3.3.2. use of the Product in an application not recommended by Ekodeck's guidelines and applicable codes or standards;
- 3.3.3. movement, distortion, collapse or settling of the ground or the supporting structure on which the product is installed;
- 3.3.4. any act of God (including flooding, earthquake, lightning and any other naturally occurring environmental or other disaster);
- 3.3.5. staining from foreign substances (including mould, mildew, dirt, grease, oil and any other substance);
- 3.3.6. improper storage, abuse or neglect of the Product by Purchaser;
- 3.3.7. overloading;
- 3.3.8. ordinary wear and tear (including natural occurring change of colour associated with time and or exposure to natural elements);
- 3.3.9. minor splits or cracking around screws;
- 3.3.10. any natural colour variance in the Product(s);
- 3.3.11. any cutting of the Product that compromises the structural integrity of the Product; or
- 3.3.12. using the Product beyond the capabilities associated with the applicable New Zealand Standard.

3.4. This Warranty does not extend to cover:

- 3.4.1. costs associated to remove any Defective Product from the Purchaser's premises, or the location of the Product;

- 3.4.2. any charges incurred by the Purchaser in returning any defective product to Ekodeck or in notifying Ekodeck of the alleged defective product;
- 3.4.3. costs associated with installing any replacement product;
- 3.4.4. costs associated with making a claim under this Warranty, including costs such as postage and handling; and
- 3.4.5. any other reasonably foreseeable costs incurred.

3.5. Ekodeck board dimensions and colour are subject to normal manufacturing variations and tolerances. Reasonable variances, as determined by Ekodeck, in Product dimensions and colour are not considered a defect under this Warranty and are specifically excluded. Due care should be taken when installing Ekodeck Products to allow for such variance.

3.6. The maximum value of any Claim of any one claim or total of all claims made by a Purchaser with respect to the purchase of the Products is limited to the dollar equivalent of the percentages referred to in the below table:

Maximum Value of all or any Claim Amount	Commercial Application	Residential Application
	Claim Period	Claim Period
100%	Purchase to end of the 5 <sup>th</sup> year*	Purchase to end of the 10 <sup>th</sup> year*
80%	6 <sup>th</sup> year	11 <sup>th</sup> - 13 <sup>th</sup> years
60%	7 <sup>th</sup> year	14 <sup>th</sup> - 16 <sup>th</sup> years
40%	8 <sup>th</sup> year	17 <sup>th</sup> - 19 <sup>th</sup> years
20%	9 <sup>th</sup> year	20 <sup>th</sup> - 22 <sup>nd</sup> years
10%	10 <sup>th</sup> year	23 <sup>rd</sup> - 25 <sup>th</sup> years

\* If the Product was purchased on 1 July 2023, the 0-5 years Claim Period would run from 1 July 2023 to 30 June 2028.

#### 4. SEVERABILITY

4.1. If any term of this Warranty is held to be illegal, void or unenforceable in a jurisdiction, then:

- 4.1.1. where the term can be read down so as to give it a valid and enforceable operation of a partial nature, it must be read down to the extent necessary to achieve that result, and
- 4.1.2. in any other case the term must be severed from this Warranty for that jurisdiction in which event the remaining terms operate as if the severed provision had not been included.

## 5. GENERAL CONDITIONS

- 5.1. Ekodeck or any of its affiliated employees or agents will not be liable for any direct, indirect, special or consequential loss or damage arising out of the use of, or handling of any Ekodeck Product whatsoever, including any direct, indirect, special or consequential loss or damage suffered as a result of the negligence of Ekodeck, except those which cannot be excluded by law.
- 5.2. Nothing in this Express Warranty shall affect Your rights under the *Consumer Guarantees Act 1993*.

## 6. DEFINITIONS

- 6.1. The following terms have the following corresponding meaning:
- "Application"** means either Commercial Application or Residential Application as applicable.
- "Authorised Purpose"** includes, as determined by Ekodeck in their sole discretion, the following:
- (a) installation of the Product in accordance with the applicable Ekodeck Installation Guide and Ekodeck Engineering Evaluation Certificate; and or
  - (b) use of the Product in a Residential Application or a Commercial Application; and or
  - (c) compliance with Ekodeck's Care & Maintenance Guide.

**"Care & Maintenance Guide"** means the care & maintenance procedures published by Ekodeck on Ekodeck's website: [www.ekodeck.co.nz](http://www.ekodeck.co.nz)

**"Ekodeck"** means Ekologix Australia Pty. Ltd. ACN 133 471 619 or any trading entity of Ekodeck.

**"Ekodeck Engineering Evaluation Certificate"** means the engineering certificate published by Ekodeck on Ekodeck's website: [www.ekodeck.co.nz](http://www.ekodeck.co.nz)

**"Commercial Application"** shall refer to any use of the Product in commercial enterprise and in circumstances that do not fall within the definition of Residential Application.

**"Defect"** means a defect in the design, the workmanship, or the materials or a failure of the whole or part of the Product.

**"Defective Product"** means a Product that suffers from a Defect.

**"Installation Guide"** means the Product installation instruction and procedures published by Ekodeck on Ekodeck's website: [www.ekodeck.co.nz](http://www.ekodeck.co.nz)

**"Purchaser"** means any original end user of the Product who purchased the Product for an Authorised Purpose from an authorised Ekodeck distributor.

**"Product"** means the product to which this Manufacturer's Warranty is attached when originally purchased from an authorised Ekodeck distributor.

**"Residential Application"** shall refer to the use of the Product at a natural person's domicile and where the Product was purchased solely for personal, domestic or household use.

**"Term"** means a maximum period of 10 years or 25 years, as applicable, calculated from the date of purchase of the Product as stated on your receipt or invoice, subject to compliance with Ekodeck terms and this Warranty.

**"You"** means the Purchaser.

## 7. CONTACT INFORMATION

7.1 Ekodeck can be contacted at:

Business address: Unit 1, 20-26 Sabre Drive  
Port Melbourne, Victoria  
Australia 3207

Phone: +61 3 9639 7774

Email: info@ekodeck.co.nz

