

## SAVADECK GUARANTEE STATEMENT

Savadeck provides a 2 year guarantee to the end user from the receipt issue date for the undisturbed use of composite materials made of pvc and wood fibres, under the name **Savadeck Natural**, for the use on outdoor surfaces and guarantees the following:

- That there will be no breakage or breaking in of the floor covering in normal use and in standard conditions
- That there will be no structural damage caused by rotting, impact and presence of micro-fungi, termites, or other insects

The guarantee is valid only in case of proper assembly of the product which is in accordance with Savadeck Assembly manual.

Change of colour caused by UV factors, usage of aggressive substances for maintenance, and chemicals, are not covered by the Guarantee.

The faults caused by the production of Savadeck products are covered by the Guarantee.

The faults resulting from inadequate usage, unprofessional assembly, maintenance, as well as in the case of intentional damage, are not covered by the Guarantee.

Chemical influence, high acidic or alkaline pollutants from air or water which are not appropriate or allowed according to the instructions for usage and maintenance of Savadeck products are not covered by the Guarantee.

Flaws and damage which are caused or which may occur by natural wearing and abrasion are not included in the Guarantee.

In case that damage or flaws occur during the guarantee period, the buyer is obliged to send a notification in writing or via email: [info@savadeck.com](mailto:info@savadeck.com), and specify the flaws and provide photographs and the purchase proof.

A complaint will be accepted after the validation performed by Savadeck, and it can be solved in the following ways:

- Replacement of the faulty Savadeck covers with identical Savadeck covers
- Replacement with Savadeck covers which are similar in price and quality
- Refund of the part of the value that a buyer paid when purchasing the product, based on a fairly determined value.

The manner of solving the issue remains the exclusive right of Savadeck.

The Guarantee will take into consideration the date of purchase of the faulty Savadeck products and their state. The value assessment will be carried out under fair terms which include the state of the product based on standard usage, the remaining time of the guarantee period, as well as the purchase value of Savadeck covering.

In case of replacement, a slight variation in covering colour may occur.

Savadeck reserves the rights to exclude any of Savadeck products from the product range without any time limit or obligation to notify the actual users about the change of the product range. The costs resulting from the replacement of the faulty Savadeck products (transport, delivery, disassembly, and assembly) are not included or covered by this Guarantee.

Other costs to the users of Savadeck products resulting from preventing the usage of properties or parts of properties where the faulty covering, deck platforms, facades, etc. are located, are not included in or covered by the Guarantee.

No legal entity or natural person is authorized by Savadeck to make any statements (Savadeck disclaims any liability for such statements) related to the characteristics, usage, guarantee or assembly instructions which are not in accordance with Savadeck products and which differ from the conditions presented on the official website [www.savadeck.com](http://www.savadeck.com).