



**SILVADEC SA
FOREXIA® Guarantee**

**25 years – residential use
10 years – commercial use, professional or public**

SILVADEC SA guarantees the buyer, for a period of twenty-five (25) years (residential use) and ten (10) years (commercial use, professional or private) as from the purchase date and according to normal conditions of use and regular maintenance, that the products made from the wood composite FOREXIA® will not produce any splinters and will not be the subject of structural damage caused by fungi, xylophagous insects or termites.

Exclusions: SILVADEC SA's guarantee does not, under any circumstances, cover damage that is due to:

- badly installed FOREXIA® products and/or a failure to respect the guidelines or the maintenance sheet (PU7, PU11, PU20, FE1) provided by SILVADEC SA or downloadable from the website, which the buyer acknowledges having fully read,
- the failure to respect the regulations decreed by the building codes in force or the recommendations of professional bodies (such as the FCBA guide),
- the use of FOREXIA® products beyond normal use or for an application other than that intended by SILVADEC SA and recommended in the sales and technical documentation, or that does not comply with local building regulations,
- the movement, distortion, collapse or subsidence of the ground or the support structure on which the FOREXIA® products (decking, fencing panels, railings) are installed,
- any case of force majeure (flooding, tornado, earthquake, lightning, etc.), environmental problems or stains resulting from external substances that are visible despite regular product maintenance (atmospheric pollution, mould, dirt, fruit, rust, grease, etc.),
- variations in colour, texture or brushing from one plank to another as well as changes in colour associated with exposure to natural UV rays,
- inappropriate handling, unsuitable storage or treatment caused by the negligence of the buyer or a third party.

Médaille d'Or
de l'Innovation
Batimat 2003

Concours
de l'Innovation
Jardin&Paysage
2005

Trophée
de la Nouveauté
Salon de La Piscine
Wellgreen 2008



Limitations: If a defect occurs during the period of guarantee, the buyer must inform SILVADEC SA in writing, describing the defect in question and attaching proof of purchase. The problem will only be remedied after validation of the complaint by SILVADEC SA, who will proceed as follows:

replace the defective FOREXIA® products with identical FOREXIA® products

- that may be slightly different in colour, or
- substitute them with a FOREXIA® replacement product that SILVADEC SA considers to be of a comparable value and quality, or
- reimburse the proportion of the purchase price paid by the buyer for the defective article.

The choice of solution remains the exclusive right of SILVADEC SA.

The guarantee will take into account the purchase date of the defective FOREXIA® products and their condition. Their actual value will be calculated according to the products' state of wear and tear.

SILVADEC SA reserves the right to suspend the availability of any FOREXIA® product at any time.

The costs incurred by the removal of defective FOREXIA® products or their replacement (shipment, delivery, removal or installation costs) are not covered by this guarantee.

No person or entity is authorised by SILVADEC SA to make statements (and SILVADEC SA shall not be bound by any statement of this kind) as regards the characteristics, performance or any installation recommendations regarding FOREXIA® products in terms other than those contained within the present guarantee.

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