

Décowood is the result of extraordinary modern wood-plastic composite processing technologies.

In addition to being durable, lasting up to 25 years after installation, and resembling natural wood in both design and feel, this product does not require periodic maintenance.

Thanks to its being rotproof, Décowood is perfectly resistant to aggressive external agents of all sorts – whether they be natural ones, such as insects, termites, fungi and other microorganisms, rain, hail, snow, and UV rays, or chemical agents, such as dilute acid, salt solution, and chlorine. This exceptional, unmatched endurance makes it a prime product, suitable for outdoor use in any environment and climate.

The sheer excellence of this product is further enhanced by its eco-friendliness. The composite is a mixture of wood flour, which comes from recycled wood shavings, thus ensuring not to contribute to deforestation, and a plastic component: high density polyethylene, a 100% biodegradable alternative to PVC. Because of this, Décowood can be broken down completely and recycled, thus endorsing environmental protection.

For further details and installation guidelines, we invite our Clients to browse the Déco information brochure and consult the sections that deal with Décowood, or the following website:

<https://www.decodecking.it/download-outdoor/>

DÉCOWOOD IS:

- An excellent eco-friendly alternative to tropical woods
- Highly resistant to water and moisture
- Chip-resistant
- Two different types of surface in the same profile
- A product that has all the warmth and look of natural wood
- Less prone to the discolouration that typically affects natural wood
- Rot-resistant and extremely durable
- Recyclable after use
- Easy to assemble and install
- Easy to clean

COMPLAINTS REGARDING DEFECTIVE PRODUCTS AND WARRANTY CLAIMS

Déco will replace faulty products only if the defects are manufacturing-related. Claims will have to be submitted no more than 8 working days after receiving the goods. Complaints will be rejected if the damaged product has been clearly used or tampered with. Defective product claims will not be accepted if the item has been used inappropriately or incorrectly.

WARRANTY

Décowood comes with a 10-year anti-rot guarantee.

The warranty will be applied if and only if original accessories are used and if the installation guidelines found on Déco –The Italian Decking Company Srl informative material are carefully followed.

The following types of damage are excluded from warranty coverage: damage partially or entirely caused by inappropriate, incorrect or inexperienced use, external causes such as stains from food, oil, mould, fire, heat, impact from heavy falling objects, short-circuits, or other extreme circumstances.

As the product has wooden components, it is not uncommon for tannin stains to appear. Such stains usually disappear in the space of 7 to 8 weeks, i.e. once the tannin runs out. These stains might not be removed naturally by rainwater if the product is located in so-called 'transition areas', between sunlight and shade or areas with or without shelter - it is therefore necessary to rinse the boards using ample water and eventually even a pressure washer, with the following solution: 1/3 bleach, 2/3 water. In dim and humid environments, the stains could re-appear, though slightly weaker than the first ones, since rainwater could mix with debris and dirt found in the floorboards. If this should happen, repeat the cleaning procedure periodically. Stains are a normal occurrence for any material that contains wood tannin or for any surface that cannot be cleaned directly by rain shower; such an incident is, therefore, not covered by warranty.

If the product is modified in any way, the warranty will be voided.

Starting from the sixth year after purchase (the invoice date will serve as proof), refunds will decrease by 20% every year. The deductible for warranty is equal to 7%.

Installation costs, and eventually dismounting, shipping, and in loco material transportation costs, are not covered by warranty.

Among the product's characteristics, we list the discolouration during the first weeks after installation, which depends on the level of oxidization of the wooden component, and expansion (on average greater than the one that occurs in natural wood) arising from the presence of a plastic component. These are considered intrinsic properties of the product and hence cannot be subject to claims; they are excluded from warranty.

WARRANTY VALIDATION PROCEDURE

In order to validate a warranty, clients must contact The Italian Decking Company Srl, specifying the reference number of the proof of purchase (original invoice). Without the original invoice, the warranty will not be valid. Once qualified technical personnel has confirmed the fault, The Italian Decking Company Srl will carry out the warranty responsibilities by replacing the defective goods within the specified grace period.

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