

YOUR 5-YEAR WARRANTY EXPLAINED

BEST DECKING SUPPLY AND BUILD BESPOKE GARDEN DECKING BUILT TO CUSTOMER REQUIREMENTS. ALL OUR DECKS ARE BUILT TO OUR OWN EXACTING STANDARDS AND SPECIFICATIONS. FOR EXTRA PEACE OF MIND, WE OFFER A NO QUIBBLE 5 YEAR WARRANTY ON ALL OUR TIMBER AND COMPOSITE DECKS. IF YOUR DECK DEVELOPS A FAULT THAT IS DUE TO OUR WORKMANSHIP THEN WE WILL COME AND FIX IT.

The legal stuff

All Best Decking decks, including the subframe, are guaranteed for 5 years under normal circumstances. If your deck develops a fault, we will endeavour to rectify the fault wherever possible notwithstanding these terms and conditions.

The warranty is non-transferable.

Best Decking will make every effort to secure a satisfactory outcome for all warranty claims.

Best Decking will conduct a thorough review of the deck prior to approving any warranty claim.

Customers will need to produce evidence of payment of invoice, including dates paid, and a copy of the original invoice/s. Late payment of an invoice, including each stage payment, may negate the warranty.

If after conducting a review we deem the deck to be mistreated, vandalised, subject to malicious damage or any other purposeful action to damage or not take proper care of the deck and all its components, we reserve the right to forfeit the warranty.

Each customer is only able to make one warranty claim per deck.

If decks supplied for residential purposes are used for any other purpose other than residential this may negate the warranty.

If material requires replacing and the exact material is no longer available Best Decking will endeavour to supply a similar material.

We DO NOT guarantee any of our decks, subframe, boards, balustrades & fences against damage from insects, infestations, termites, wood lice, vermin, fire, subsidence, land collapse, flooding, lightning, and any other natural disaster.

All decks require good ventilation underneath to prevent damp build up which can lead to premature failure of the sub frame and/or the boards themselves. All our decks are normally built to allow airflow underneath the deck. If the customer instructs us to build the deck in such a way to prevent this airflow this may negate the warranty.

All timber decks require a certain amount of maintenance to retain their integrity. Best Decking recommend an annual service which entails a clean with a pressure washer and a treatment with a good quality decking oil. Failure to maintain your deck may forfeit any warranty claim. Best Decking will determine a deck has been properly maintained following a thorough review.

COMPOSITE DECKING:

If you have chosen to use one of our composite deck ranges including Essential, Limited or Superior, these boards come with a 10, 15 or 20 year supplier warranty respectively. Full details of the warranty can be provided by the supplier.

Best Decking do NOT follow supplier installation guidelines. We are an independent decking installation firm that use our own expertise and skill to install other suppliers decking boards. As such we provide a 5-year warranty on all our decks.

Decks are exterior features and are open to the elements 24/7, 365 days a year. Subsequently the materials will expand and contract causing gaps to open and close and boards to move. This is normal and is not a reason for concern.

BEST DECKING WILL MAKE EVERY EFFORT TO BUILD YOU THE BEST DECK POSSIBLE AND WE SINCERELY HOPE THAT, AND EXPECT, THERE TO BE NO ISSUES WITH YOUR DECK.