



# Your Urban Warranty

**MADE IN  
BRITAIN**



Find out more at  
[alchemywpc.co.uk](https://alchemywpc.co.uk)

## Eligibility

Alvic Plastics Ltd. (the "Warrantor") is pleased to extend this Warranty to you, the distributor of the product. This Warranty is valid for Alvic Composite Decking products used in a standard commercial application and may not be assigned or transferred by you other than to your direct customer.

### 10-Year limited warranty – stain resistance

Warrantor will, at Warrantor's sole discretion, replace or refund the appropriate prorated portion of the purchase price as set forth below for any Alvic manufactured Composite Decking product used in a commercial deck application that exhibits permanent staining in the first 10 years from the date of purchase when exposed to food and beverage spills including wine, tea, coffee, fruit punch, sodas, salad oils, barbeque sauces, mustard and other food or beverage related items that would typically be present on a residential deck. Any such spill should be removed from the decking material with water and mild household cleaners within twenty-four (24) hours of exposure to the surface. Staining as a result of spilled abrasive compounds of acidic or standard pH, strong solvents, oil-based paints or stains, metallic rust and other abnormal items not commonly used on a commercial deck are not covered under this warranty.

### 10-Year limited warranty – fade resistance

Warrantor will, at Warrantor's sole discretion, replace or refund the appropriate prorated portion of the purchase price as set forth below for any Alvic manufactured Composite Decking product used in a commercial deck application that exhibits "Excessive Colour Fade" within the first 10 years from the date of purchase. Excessive Colour Fade is defined as a change in colour greater than five (5) Delta E (CIE) when calculated according to ASTM D2244 for all non-variegated colour surfaces. Excessive Colour Fade for variegated colour surfaces is defined as an unreasonable amount of colour change in excess of "Normal Weathering."

## Limitations on warranty

**Stain Limitations:** Alvic manufactured Composite Decking products are not stain-proof. Care must be taken to remove all food, beverage and other spilled materials with water and a mild household cleaner within twenty-four (24) hours of exposure. Stains resulting from spilled abrasive compounds of acidic or standard pH, strong solvents, oil-based paints or stains, metallic rust and other abnormal items not commonly used on a commercial deck are excluded from coverage under this warranty; excluded stains include but are not limited to pet or human bodily fluids such as blood, vomit, urine or feces, and fungicides, bactericides, biocides and chemical based plant food. Mold and mildew can settle and grow on any outdoor surface and, if not properly cleaned, can stain that surface. Staining associated with mold or mildew that is not properly cleaned within one week of first appearance is not covered under this warranty. If stains persist, you will be required to produce documentation that you attempted to have the deck professionally cleaned at least one time prior making a claim under this warranty.

**Fade Limitations:** No decking material is fade-proof when exposed to sunlight and other common atmospheric conditions. Normal Weathering is to be expected over the life of the product and is not covered under this warranty. Normal Weathering is defined as exposure to sunlight and extremes of weather and atmosphere that will cause any coloured surface to gradually fade, chalk, or accumulate dirt or stains.

This warranty does not cover costs for installation, removal or reinstallation. Warrantor shall not be liable for any incidental or consequential damages arising out of the use or ownership of this product.

## This warranty does not cover any product that:

1. Is damaged by physical abuse, acts of God, acts of war, or other chemical or biological factors.
2. Has not been installed in accordance with the manufacturer's installation guidelines and local building codes.
3. Has been abused, placed under or subjected to abnormal commercial use conditions or has surface damage or surface punctures.
4. Has been painted, coated, used, modified or otherwise treated in any manner other than as intended by Warrantor.
5. Has been directly or indirectly exposed to extreme heat (in excess of 200 degrees F). Vicat Point HDPE.

Failure to follow any restrictions or warnings supplied with the product shall make the Warranty null and void and of no further effect. Warrantor reserves the right to investigate any claim and to inspect the materials for which a claim is made. Any construction or use of this product must be in accordance with all local and national building regulations and guidelines. The Consumer assumes all risk and liability associated with the construction or use of this product. The Consumer or contractor should take all necessary steps to ensure the safety of everyone involved in the project, including, but not limited to, wearing the appropriate safety equipment.

## Claim procedure

To make a claim under this Warranty, the original owner must, within 30 days of actual or constructive notice of damage covered by the Warranty, do the following: Prepare a letter that includes the following information:

- ⇒ A list of the number of pieces and size of each piece for which the claim is made.
- ⇒ Proof of Purchase of the product, as shown on the original invoice or receipt.
- ⇒ Proof of Warranty, as evidenced by the original mark on the product.
- ⇒ Proof of Cleaning, as evidenced by an invoice or receipt from a professional cleaning service.

(2) Mail the above information to:

- ⇒ Alvic Plastics Ltd, A4 & A5 Harcourt Trading Estate, Halesfield 13, Telford, TF7 4PL.

## Prorated Warranty Schedule

Years since purchase % of composite decking Purchase Price covered

|            |      |
|------------|------|
| 1-2 Years  | 100% |
| 3-4 Years  | 80%  |
| 5-6 Years  | 60%  |
| 7-8 Years  | 40%  |
| 9-10 Years | 20%  |

Composite deck boards are specially formulated to very closely resemble real wood decking. As a result, there may be slight differences in colour and grain pattern from board to board. This adds to the uniqueness of Alvic manufactured Decking, and will in no way affect the performance of the product.

**There are no other warranties that extend beyond the description on the face hereof. Warrantor does not make any implied warranty of merchantability or fitness of the product for a particular purpose.**

## Eligibility

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### 20-Year limited warranty – stain resistance

Warrantor will, at Warrantor's sole discretion, replace or refund the appropriate prorated portion of the purchase price as set forth below for any Alvic manufactured Composite Decking product used in a residential deck application that exhibits permanent staining in the first 20 years from the date of purchase when exposed to food and beverage spills including wine, tea, coffee, fruit punch, sodas, salad oils, barbeque sauces, mustard and other food or beverage related items that would typically be present on a residential deck. Any such spill should be removed from the decking material with water and mild household cleaners within twenty-four (24) hours of exposure to the surface. Staining as a result of spilled abrasive compounds of acidic or standard pH, strong solvents, oil-based paints or stains, metallic rust and other abnormal items not commonly used on a residential deck are not covered under this warranty.

### 20-Year limited warranty – fade resistance

Warrantor will, at Warrantor's sole discretion, replace or refund the appropriate prorated portion of the purchase price as set forth below for any Alvic manufactured Composite Decking product used in a residential deck application that exhibits "Excessive Colour Fade" within the first 20 years from the date of purchase. Excessive Colour Fade is defined as a change in colour greater than five (5) Delta E (CIE) when calculated according to ASTM D2244 for all non-variegated colour surfaces. Excessive Colour Fade for variegated colour surfaces is defined as an unreasonable amount of colour change in excess of "Normal Weathering."

### Limitations on warranty

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### Prorated Warranty Schedule

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|                    |             |
|--------------------|-------------|
| <b>1-3 Years</b>   | <b>100%</b> |
| <b>4-7 Years</b>   | <b>75%</b>  |
| <b>8-10 Years</b>  | <b>50%</b>  |
| <b>11-15 Years</b> | <b>25%</b>  |
| <b>16-20 Years</b> | <b>10%</b>  |

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