MILWOOD GROUP
The Milwood Way

PRODUCT WARRANTY

MADE IN BRITAIN

Product name: .....

Date Supplied to Customer: .....

Job No. / Supplier reference: .....

Supplier: **Milwood GROUP – Europa & Jenner House, 1-2 Trident Close, Medway City Estate, Rochester, ME2 4ER**

Scope

This warranty is given by the Manufacturer for the benefit of .....
Installer/Trade Partner to insert name here ..... and any subsidiary company (as defined in Section 736 of the Companies Act 1985).

This Product Warranty needs to be registered and sent to Canoports UK Ltd within 30 days of the invoice date in order for it to be valid.

Warranty Terms

Subject to the conditions and exclusions set out below, the Product has a warranty for a period of up to 10 years from the date of Delivery provided the Certificate of Guarantee has been registered against defects in materials.

Conditions

For this warranty to be effective and to be binding, the following conditions must apply namely:

(i) The product must be installed at a location, that is:
(a) subject to an annual radiation of less than 80 kilolangleys
(b) At an altitude of no more than 1,500 metres.

(ii) The product must be used as a surface solely for Leisure as agreed at the outset, unless otherwise agreed in writing by the manufacturer for said new applications.

(iii) The product must be installed by a suitably experienced and Trained Trade Partner who has completed our certified training program. And installed as per our approved CAD drawing. Please note the Product Warranty is void unless installers have attended our Trade Partner installation program.

(iv) The product must be maintained by the end user in accordance with the Maintenance Schedule guidelines issued by the installation contractor, which shall be no less extensive than those recommended in respect of the relevant application by the Company.

(v) The product must be maintained by the end user in accordance with the after-care schedule. Routine care and periodic inspections, as outlined within the schedule, will help maintain the coating's appearance over time.

Exclusions

This warranty will not apply and does not apply to any damage (including tears, cuts, pulls, crushing, burns or melting), wear or defect caused or occasioned by:

- The use of inappropriate clothing, equipment or footwear for example spiked soles.

(ii) Damage caused by or during the process of installation, in particular, but without prejudice to the generality of the foregoing damage caused by the Concrete pad or sub-base.

(iii) Damage (not being damage caused by or during installation) caused or occasioned by the Concrete pad, sub-base or any surrounding structure.

(iv) Damage caused by the use of inappropriate cleaning methods or agents including chlorinated solvents.

(v) Damage including ultra violet degradation where the product has been installed in an area, which is subject to or adversely affected by detrimental local pollutants.

(vi) Excessive wear where such wear is localised.

(vii) Damage caused by excessive heat or irradiation, such as to affect the product, such heat or irradiance being either direct or reflected.

(viii) Damage caused by general abuse or malicious acts.

Supplier Warranties

Any products not manufactured by Milwood Group are covered under the warranty policies of our trusted suppliers, subject to any exclusions and limitations outlined, as per copies of suppliers' warranties, which are available upon request. These products include, but are not limited to:

- Glass Panels
- Polycarbonate Sheeting
- Heaters
- Lighting (RGBW & Spotlights)
- Shading Blinds

Please note that any additional glass or polycarbonate panels ordered separately may come from a different production sample. While we strive for consistency, slight variations in colour or finish may occur.

Glass is a natural material and, in rare cases, may be subject to breakage due to environmental or material factors beyond our control. Trade Partners should be aware of the inherent characteristics of glass products.

For quality assurance, all items are checked upon arrival at our warehouse and again before dispatch.

Once delivery has been completed by Milwood Group to your project site, responsibility for the condition of glass and polycarbonate panels transfers to the recipient.

Claims

All claims must be made in writing with proof of purchase and installation date.

We are not liable for spontaneous combustion of glass panels.

Any fault that may result in a warranty claim being made, should be formally reported on discovery, as soon as reasonably practical, to avoid unnecessary deterioration of the material.

Extent of Liability

In respect of any claim under this warranty, the manufacturers' liability shall be limited as follows:

Year 1- 100% of Replacement material costs
Year 2 - 80% of Replacement material costs
Year 3 - 50% of Replacement material costs
Year 4 - 25% of Replacement material costs
Year 5 - 10% of Replacement material costs
Year 10 - 5% of Replacement material costs

For the purpose of this condition, replacement costs mean the aggregate of the costs of replacing the product at the time of the claim.

Material costs mean the costs of replacing the product at the time of the claim, should the manufacturer be unable to perform the replacement with an identical product. The closest in original appearance and quality will be used.

The manufacturer shall not be liable in contract, tort howsoever and whatever the cause thereof for any increased costs or expense, or any loss of profit or special or indirect or consequential loss or damage of any kind.

Notwithstanding the terms of this warranty and the limitations and disclaimers set out herein, the terms of the warranty do not affect any of the Company statutory rights.

Jurisdiction

The terms of this warranty shall be governed by the exclusive jurisdiction of English Law.
Signed for and on behalf of the manufacturer.

Thank you for choosing the Milwood Group.

Kind Regards,



Sade Brownbill
Managing Director – Milwood Group