

BALCAS

PERMAPOST[®]
INCISED ROUNDS **15**



PERMAPOST[®]
INCISED SAWN **15**



**PERFORMANCE
GUARANTEE**

See reverse for T&Cs

PERMAPOST INCISED USE CLASS 4 (Ground Contact) MACHINED ROUND & SQUARE SAWN POSTS 15 YEAR PRODUCT GUARANTEE



TERMS & CONDITIONS

Balcas PERMAPOST Incised Use Class 4 fence posts when used appropriately have a 15 year performance guarantee against failure from fungal decay or insect attack ("Guarantee").

This Guarantee is personal to you as the purchaser/consumer and is not transferable under any circumstances to any other person. This Guarantee also does not affect your statutory rights.

The 15 year commencement date is activated by the date recorded on your supplier invoice. A copy of your supplier invoice must be produced when making a claim. Any claim made must be brought at the latest within two weeks of the expiry date of the 15 year period. Only products listed on an invoice as "incised Use Class 4" (UC4i) qualify under this Guarantee.

This Guarantee is limited to the re-supply by Balcas Timber Ltd of a PERMAPOST Incised Use Class 4 component that has been proven to have failed as a result of fungal decay or insect attack within 15 years of supply.

This Guarantee does not cover the costs of removal or reinstatement (fixtures, fittings and ground fixing materials) or any other direct or consequential costs or losses (financial or reputation) due to failure of the component.

Balcas PERMAPOST Incised Use Class 4 fence posts should be used correctly to ensure they perform correctly and in accordance with the following Conditions.

1. They must not have been misused, placed in abnormal conditions or used for any extraordinary purpose which is unusual or out of the ordinary for products of this nature. Failure to correctly use the products will result in invalidating the Guarantee.
2. Should Balcas PERMAPOST fence posts be cross-cut, drilled, notched, angle cut or bored during installation then the exposed surfaces must be liberally brushed prior to installation with a suitable end grain wood preservative. This must be applied following the manufacturer's instructions in order to protect the integrity of the treatment and the performance of the post.
3. The shortening of Balcas PERMAPOSTS should be avoided. If unavoidable then the cut end must be treated with a suitable end grain wood preservative and must never be used in ground contact.
4. Balcas PERMAPOSTS must not be pointed, planed or ripsawn after treatment.
5. **This Guarantee covers proven failure by the preservative system only** and Balcas Timber Ltd (or such other persons as may be nominated) reserve the right to investigate any claims. In the event that any such investigations or access is refused then this Guarantee may be invalidated.

EXCLUSIONS:

1. Components used outside of European markets.
2. Components removed from their original installation and re-used at a new location.
3. Failure due to physical damage as a result of mechanical strimming or other external forces.
4. Claims for weathering of wood including: ageing, colour fade, sun and wind damage, raised grain, staining, splitting, cracking, shakes, warping, shrinkage, swelling.
5. Claims for natural movement of wood in service including: weathering, twisting and splitting.
6. Claims for mould growth.

For the purposes of this Guarantee, the following terms have the meanings detailed below:

"fungal decay" means wood destroying fungi that feed on and degenerate the wood cell walls.

"insect attack" means attack by wood digesting insects that destroy the timber structure.

"failure" means damage caused by fungal decay and/or insect attack to such an extent that the component is no longer fit for purpose.

IN ORDER TO CLAIM:

- Balcas Timber Ltd must be notified as soon as possible after the defect has been discovered.
- Proof of purchase will be required in the form of the original supplier invoice.
- Balcas Timber Ltd may request photos or other evidence of the defect and either Balcas Timber Ltd (or such other persons as may be nominated) may arrange a site visit and inspection.
- Confirmation that the claim has been approved is required before replacement work can take place. If the replacement or repair work is carried out without first notifying Balcas Timber Ltd then the claim may not be approved.
- A Guarantee claim form can be down loaded from the Balcas web site.

CONTACT DETAILS:

Balcas Timber Ltd
75 Killadeas Road, Laragh,
Ballinamallard, Enniskillen, Co. Fermanagh,
Northern Ireland, BT94 2ES

Tel: +44 (0) 28 6632 3003
Email: info@balcas.com
www.balcas.com

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