



RitkaaWood Warranty Schedule And Conditions

Product Warranties

RitkaaWood warrants that the products shall be supplied using reasonable skill and care and that upon delivery and for a period of 5 years from the date of invoice the Goods shall be of satisfactory quality, reasonably fit for the purpose for which they are supplied and free from defects in material and workmanship.

We shall provide warranties in accordance with the following schedule:-

Product	Warranty details	Time from delivery
Finished products	Against Workmanship and Manufacturing defects	5 Years
Wood (Accoya wood)	Manufacturers' warranties apply (document available on our website)	50 years
Paints and Finishes (lacquer coatings only)¹	Warranty against failure and discoloration of paint finishes ¹	5 years
Hardware, framework and accessories	Performance Warranty against materials supplied by RitkaaWood	5 years

These warranties are given by us subject to the following conditions:-

- We shall be under no liability in respect of any defect in the Goods arising from fair wear and tear, failure to follow any instructions supplied to you in relation to the Goods, defective substrate, misuse, alteration or repair of the Goods without the Company's express prior approval
- In no event will RitkaaWood be liable for any incidental, economic, exemplary, special, punitive or consequential damages, whether direct or indirect, howsoever arising.
- RitkaaWood will at its sole option either replace, repair or compensate by cash payment any products with manufacturing defects within the period stated above. The liability will be limited to the replacement cost of the component and not the total invoice value of the supply.
- Warranty on coatings shall only be applicable for coatings that have a dry film thickness of more than 100 microns (default lacquer coating applied by RitkaaWood > 100 microns)¹.
- We provide a warranty against the failure of any paint finish (lacquer coatings only) on new products fitted by our certified installers, for a period of **five years** from the date of installation and subject to the following:-
 - You will clean the painted surfaces regularly to prolong their life.
 - You will not allow abrasive tools, strong detergents, ammonia, bleach or other harsh cleaning chemicals to come into contact with finished surfaces.
- Any claim by you for breach of any of these warranties must be notified to us as soon as reasonably practical after the fault or damage is discovered, subject to the claim being made within the above mentioned warranty period and not later than 15 days from the date of discovery.

You must maintain the Goods as set out in these warranty conditions particularly in relation to paint finishes. Failure to maintain the Goods in accordance with the relevant warranty terms or maintenance schedule will invalidate any warranty given by us in relation to such Goods.

¹Oil coatings do not form a film on the wood and therefore there is no warranty on oil coatings. The life of oil coatings is dependent on various site specific factors such as exposure conditions (solar radiation, rain etc.), usage pattern, site conditions (exposure to dust, other construction materials etc.) etc.