



**10 YEAR PRODUCT
WARRANTY**



TERMS & CONDITIONS

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1. The Bison Composite Batten Cladding System (WPC fence planks and Steel Drip trims) is covered by a 10-year product warranty against failure due to decay and failure caused by insect attack. Failure is defined as the product being damaged to the extent that it is no longer fit for purpose and able to perform its function.
2. All Bison Composite Batten Cladding products must be correctly installed according to the Installation guidance. This requires sufficient gapping to be left between plank joints or ends and sufficient airflow behind the boards.
3. All Bison Composite Batten Cladding must be used as conventional Cladding and under normal conditions. Normal conditions would not include environments with excessive moisture levels, regular contact with high pressure water and exposure to chemicals. Note that Bison Cladding is not designed to be used for retaining walls or for any sort of underwater fencing system.
4. The drip trims used in the Bison system are manufactured in powder coated steel and should not be used in conjunction with any other reactive metals which could cause corrosion (such as, but not exclusively copper).
5. Bison Cladding is resistant to fading but over time some colour fade will occur. Different conditions will affect this at different rates. This warranty does not cover claims for colour fade.
6. The Bison Cladding warranty does not cover damage caused if a corrosive cleaning agent is used such as Chlorine Bleach. Warm soapy water with a soft brush or a pressure washer at maximum 3100psi at no closer than 125mm from the cladding is all that is required.
7. The Bison Cladding warranty assumes that the fence is sufficiently maintained over its lifespan with at least one clean down annually.
8. Any warranty claim needs to be supported by proof of original purchase (either invoice or delivery advice note). Any supporting documentation must clearly state the product to be 'Bison Composite Batten Cladding' as well as the purchase date and the vendor who supplied it.
9. This warranty covers the product only. Should the warranty claim be successful then either a refund or replacement goods (including delivery) will be offered. No liability will be taken for any additional costs in relation of other materials, labour, machine hire, waste removal or other.
10. Any claim should be made in writing either to: Southern Sheeting Supplies Ltd, Saint Hill Farm Business Park, West Hoathly Road, East Grinstead, RH19 4NG or via email to info@bisonsystems.co.uk. A copy of your proof of purchase as well as some photographic evidence will be required at the time of initial claim. It is important that the materials are left in situ until we have discussed your case further as a site survey may be required. Products that have been reported failed but removed from their installed location will not be covered by the system warranty. It may also be necessary for your product to be removed from site and taken for analysis prior to completing any claim.
11. Written notification of the results and resolution of any warranty claim (either successfully claimed or voided) will be provided as soon as we have collected and reviewed all necessary information surrounding the claim.

Exclusions to Bison Warranty

- Any product that has been re-used and relocated from its original installation point
- Any product supplied for use outside of the UK Mainland
- Any product that is in constant and direct contact with water (either sea water or fresh water)
- Any product damaged by the customer at point of delivery or during installation
- Any product damaged by garden machinery / building plant machinery (or other) after installation
- Any product damaged (stained) by non-decaying mould growth due to poor maintenance.

Should you have any questions regarding these warranty terms please get in contact with us.

FOR MORE INFORMATION

For more information on composite fencing or our other products
visit www.bisonsystems.co.uk
Tel: 01342 337 160 email: info@bisonsystems.co.uk



The mark of
responsible forestry

