

*ScenicLiving***Composite Products**

Warranty

Warranty Provider

This warranty is provided by Barclay & Mathieson Ltd, registered in Scotland (company no. SC030987) and trading as BM Architectural.

Products Covered

This single warranty document applies to all **ScenicLiving** composite garden and landscaping products i.e.:

- **ScenicLiving Naturel Composite Decking**
- **ScenicLiving Signature Composite Decking**
- **ScenicLiving Slatted Composite Cladding**
- **ScenicLiving Panel Composite Cladding**
- **ScenicLiving Slatted Composite Fencing**
- **ScenicLiving Panel Composite Fencing**

(collectively referred to as the "**Products**").

Warranty Beneficiary

This warranty is offered to the original purchaser of the Products.

Transferability

This warranty is non-transferable by default, but may be transferred to a subsequent property owner subject to prior written approval from BM Architectural.

A request to transfer the warranty must:

- Be submitted in writing within 60 days of the property transfer
- Include proof of original purchase
- Include evidence that the Products were installed in accordance with BM Architectural installation instructions valid at the date of original purchase
- Include reasonable evidence of appropriate ongoing care and maintenance

BM Architectural will confirm approval or rejection of a transfer request in writing. Approval will not be unreasonably withheld but is subject to verification of the above information.

The warranty applies to Products installed in both residential and commercial environments, provided they are used under normal conditions and in accordance with BM Architectural installation and maintenance guidelines.

Warranty Periods

BM Architectural composite Products are warranted for the periods shown in the table below, from the date of original purchase.

Product	Warranty Period
ScenicLiving Naturel Composite Decking	25 years
ScenicLiving Signature Composite Decking	25 years
ScenicLiving Slatted Composite Cladding	25 years
ScenicLiving Panel Composite Cladding	10 years
ScenicLiving Slatted Composite Fencing	10 years
ScenicLiving Panel Composite Fencing	25 years

Installation Requirements and Scope of Warranty

All Products must be installed strictly in accordance with BM Architectural installation instructions valid at the date of purchase, together with recognised industry best practice. Installation guidance forms part of this warranty.

During the warranty period, BM Architectural warrants that the Products will be free from structural defects arising from:

- Rotting or fungal decay
- Termite or insect attack
- Splintering
- Structural splitting or cracking under normal use

Warranty Claims Procedure

All warranty claims must be made in writing.

If a defect is suspected within the warranty period, the original purchaser must notify BM Architectural in writing as soon as reasonably practicable. All written claims must be sent by post to:

BM Architectural
293 Coleford Road
Sheffield
S9 5NF

A valid warranty claim must include:

- A clear description of the alleged defect
- Proof of original purchase
- Photographic evidence of the issue

BM Architectural reserves the right to investigate the claim and, where necessary, arrange inspection of the Products. Any inspection costs incurred will be limited to reasonable, at-cost expenses only. No inspection charges will be applied without prior notification to, and approval from, the purchaser. All approved inspection costs will be fully refundable if the Products are confirmed to be defective.

Remedies

If BM Architectural determines that the Products are defective and covered under this warranty, BM Architectural will provide one of the following remedies:

- Replacement of the defective Products (typically applied where defects are identified early in the warranty period); or
- A pro-rata refund of the original purchase price of the defective Products.

The pro-rata refund will be calculated as follows:

Refund = Original purchase price × (Remaining warranty years ÷ 25)

The selection of remedy will be reasonable and proportionate to the nature of the defect and the length of time the Products have been in service.

This warranty does not cover labour or installation costs, removal or reinstallation of Products, or any indirect, incidental, or consequential losses or damages.

Exclusions and Limitations

This warranty does not apply to, and BM Architectural accepts no liability for, defects or damage resulting from:

- Natural colour variation, gradual weathering, or UV-related fading beyond normal performance expectations
- Improper installation or failure to follow BM Architectural installation instructions
- Use of Products outside their intended purpose or contrary to BM Architectural recommendations
- Non-compliance with applicable building regulations or standards
- Movement, subsidence, distortion, or failure of the ground or supporting structure
- Improper handling, transportation, storage, modification, unauthorised repair, or application of paints, stains, surface treatments, cleaners, pesticides, or other chemical substances
- Acts of God or environmental events, including flooding, storms, fire, earthquakes, or pollution fallout

UV Fade Performance

ScenicLiving composite Products are manufactured to minimise colour fade. An initial colour stabilisation period of approximately 6-12 months may occur following installation. Gradual colour change thereafter is considered normal and does not constitute a defect.

Staining

This warranty does not cover staining caused by food, drink, oils, grease, organic matter, rust, chemicals, or other external contaminants.

Cleaning and Maintenance Restrictions

The following cleaning practices are prohibited and may invalidate this warranty where clear and verifiable evidence demonstrates sustained misuse:

- Sustained use of pressure washers exceeding 1500 psi (103 bar) on decking Products. Only a wide fan spray nozzle may be used and must be kept at least 25 cm above the surface. Excessive pressure can compromise structural integrity and lead to cracking or splitting. Evidence of sustained high-pressure misuse will invalidate the decking warranty.
- Use of abrasive cleaning brushes or aggressive chemicals, including bleach, chlorine, or invasive substances, which damage the surface of the Products.

No implied warranty shall extend beyond the terms expressly stated in this document.

Commercial Use

For commercial installations, this warranty applies provided that the Products are installed and maintained in accordance with BM Architectural guidelines and are not subjected to abnormal or excessive loads.

Examples of excluded abnormal use include, but are not limited to:

- Excessive or concentrated footfall beyond intended design limits
- Heavy point loads such as hot tubs, planters, or equipment without suitable substructure
- Vehicular or wheeled traffic
- Misuse, neglect, or use outside standard architectural or landscaping applications

Dispute Resolution

In the event of a dispute regarding a warranty claim, BM Architectural will act reasonably and in good faith when assessing the claim.

Nothing in this warranty limits or excludes the purchaser's right to pursue independent dispute resolution or their statutory rights under applicable consumer protection legislation.

Statutory Rights

This warranty is provided in addition to, and does not affect, the purchaser's statutory rights under applicable consumer protection legislation.

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