

Guarantee certificate

WoodMart Group B.V. is the exclusive distributor for Western Europe of a complete range of high-quality Woodfibre facade cladding and decking systems, the result of decades of product development, knowledge and experience. The outcome is a patented product and production process that stand out in the market.

The WoodMart range includes:

Bruggan Decking, Bruggan facade cladding, Bruggan Expert substructure systems, Legro facade cladding and the rest of the WoodMart range in Weatherboard, Burned Wood and Plain Maple, including accessories and fixing systems. Custom versions with a bespoke colour, bespoke design and/or specific dimensions are also possible, and of course these also come with a guarantee.

This guarantee certificate applies to all the product groups listed.

WoodMart Decking and facade cladding have the following features:

1. It has the look, feel and workability of wood, without its drawbacks.
2. Made from FSC-certified recycled hardwood (beech and oak) with added recycled HDPE.
3. In-house product development. Manufactured entirely in Europe.
4. Short delivery times thanks to stock in the Netherlands, Poland and France, and short production times for custom versions.
5. Strict quality control and fully certified products (including FSC, ISO/NEN and fire class).

With the following unique properties:

1. Made entirely from recycled raw materials of known origin (FSC Recycled).
2. No polluting raw materials such as PVC: the range contains no chlorine, metal oxides or plasticisers. The CO₂ footprint is kept to a minimum throughout the chain.
3. A unique end-of-life take-back guarantee for in-house recycling.
4. Colourfast; coloured throughout, with a continuous wood grain in the Multicolor range.
5. Resistant to heat and moisture. Thanks to its composition it gets no hotter than wood.
6. Does not rot, splinter or split, and absorbs virtually no moisture.
7. Very high rigidity, scratch resistant and dirt repellent.
8. Easy maintenance: no more painting, oiling or impregnating.
9. Simple fixing and a quick installation system.
10. Certified under the European standard up to fire class B (BS1/CS1); suitable for residential construction and renovation.

11. Very high compressive strength for intensive use in public spaces (up to 5,500 kg per m²).
12. Long service life of at least 25 years.

What the guarantee covers

Thanks to the use of patented technology, WoodMart offers a full guarantee on colour and durability of up to 25 years for facade cladding and decking/flooring boards. A guarantee period of 15 years applies to the Bruggan Expert substructure system.

Guarantee means that a replacement product is supplied. WoodMart always honours the guarantee when repair or replacement is needed because of a manufacturing defect that means the product does not have the guaranteed properties. Installation and removal costs are never covered by the guarantee.

Guarantee conditions

A guarantee certificate is only valid if it bears a registration number issued by WoodMart. The guarantee certificate must be signed by an official WoodMart dealer who takes delivery of the product(s), or by the end buyer of the product(s) if they were purchased directly and installation is carried out by an external installation company.

To be able to claim under the guarantee, it is important to follow carefully the installation instructions and directions for use that apply to the product group concerned. The installation instructions and directions for use are available at woodmartgroup.com and are also supplied by the official dealer.

What the guarantee does not cover

Unfortunately there are also exclusions from the guarantee. No guarantee is given in the following cases:

1. Damage to the product(s) demonstrably caused by not following the installation instructions and/or directions for use.
2. Damage to the product(s) caused by movement, deformation, destruction or subsidence of the ground or of the supporting structure on which the material is installed.
3. Damage to the product(s) from the use of metal tools to remove snow and ice, and damage caused during construction and repair work or by heavy objects falling on the product(s).
4. Damage from natural events such as hurricanes, earthquakes, lightning and floods.
5. Effects of environmental factors such as air pollution, mould and mildew.
6. Any damage from contamination with food- or drink-related substances such as dirt, grease, oil, coffee and wine, and damage caused by other substances such as paint, solvents and fertilisers.
7. Any staining after rain or caused by melting snow and dew.
8. Normal wear and tear.
9. Differences or variations in the colour range of the material.

Remarks

Normal weathering usually causes no problems. Over time, however, the colour may change under the influence of sunlight and weathering. The effects of dirt, scratches and other stains are unfortunately not covered by the guarantee, although under normal conditions the range is easy to clean and colour changes remain limited.

How to make a guarantee claim

1. The dealer or end user sends to info@woodmartgroup.com: the guarantee certificate number, a description of the circumstances in which the damage occurred, and photos of the damaged product(s).
2. A WoodMart technical specialist or an official dealer will, where possible, inspect on site and inform the dealer or end user of their findings on the cause of the damage by email, in any case within 7 working days.
3. If the guarantee claim is accepted, WoodMart will replace the product(s). Honouring the guarantee does not extend the guarantee period. The replacement product(s) will match the product being replaced as closely as possible in colour, design and quality.

WoodMart cannot, however, guarantee an exact match, as design, dimensions and colour may vary.

Replacement means delivery of the material less the deduction shown in the table below.

Years of use	Refund in %
0-2	100
2	95
3	90
4	85
5	80
6	60
7	50
8	40
9	30
10	20
11-15	15
16-20	10
21-25	10

Delivery details

WoodMart guarantee certificate no.:

.....

Dealer:

Delivery address:

Product:

.....

.....

WoodMart order number:

Order value in euros:

Delivery date:

Name of person responsible:

Signature: