OUTDECO

# 10-year Australian material warranty

For eligible Weathertex-based OUTDECO GardenScreen and Botanical panels purchased and installed in Australia.

## What the warranty covers

For 10 years from the original purchase date, Outdeco Pty Ltd warrants that eligible GardenScreen and Botanical panels will not rot, bloat or delaminate when installed and used in accordance with this warranty.

If an eligible panel develops one of these material faults during the warranty period, OUTDECO will assess the affected panel and provide the remedy described below.

## Installation conditions

- Install panels in a vertical plane where water can run off. Portrait or landscape orientation within that vertical plane is permitted. Flat, overhead or other horizontal-plane applications are not covered.
- Support all four sides of every panel.
- Fix at no more than 300 mm centres around the border.
- Allow a consistent 2 mm gap between adjoining panels.
- Keep panels at least 100 mm clear of soil, standing water and constant moisture.
- Follow the applicable OUTDECO installation requirements.

## Natural changes

Natural variation in colour and texture, and gradual colour change caused by sunlight and weather exposure, are not material faults. This does not exclude rot, bloat or delamination covered by this warranty.

## What is not covered

The warranty does not cover damage caused by incorrect framing, fixing or spacing; unsupported edges; constant moisture; chemicals; unsuitable coatings or cleaning; structural movement; incorrect cutting, handling or storage; impact; misuse; fire; storm; abnormal wind loading; external events; or third-party work.

## Warranty remedy

If an eligible claim is accepted, OUTDECO will provide replacement panel material or a reasonably comparable replacement. Unless required by law or agreed in writing, the warranty does not cover removal, installation, painting, refinishing, freight, consequential work or third-party labour.

## Making a claim

Contact OUTDECO using the details below and provide reasonable evidence of the purchase, the affected panels and the reported fault. If the original receipt is unavailable, OUTDECO may accept other reasonable evidence of purchase.

OUTDECO may request photographs or inspect the affected panels where reasonably necessary to assess the claim.

## Products purchased before July 2025

The current OUTDECO business is operated by Outdeco Pty Ltd, which acquired the OUTDECO business and assets in July 2025.

Written warranties issued before that acquisition remain subject to the warranty terms and warrantor identified in the documentation supplied at the time of purchase. Customers with an earlier product concern are welcome to contact OUTDECO. We will review the available information and assist where reasonably possible.

Nothing in this warranty limits any rights or remedies available under the Australian Consumer Law.

This 10-year material warranty is issued by Outdeco Pty Ltd for eligible panels it supplied on or after it acquired the OUTDECO business and assets in July 2025.

## Australia only

This express manufacturer’s warranty applies only to eligible products purchased and installed in Australia.

## Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Contact

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