



# DURO / DURO *Excellence*

## *Limited International Warranty*

iDeck warrants to the purchaser that, for a period of fifteen (15) years for Residential Use and five (5) years for Public use from the date of original purchase, under normal use and service conditions, DURO products shall be free from material defects in workmanship and materials, and shall not crack, splinter, swell, rot or suffer structural damage from termites or fungal decay.

If a defect occurs within the warranty period, Purchaser shall notify iDeck company in writing and, upon confirmation by an authorized iDeck representative of the defect, iDeck's sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by Purchaser for such defective item (not including the cost of its initial installation).

This warranty shall not cover and iDeck shall not be responsible for costs and expenses incurred with respect to the removal of defective DURO products or the installation of replacement materials, including but not limited to labor and freight. To make a claim under this limited warranty, Purchaser shall send to iDeck, within 30 days, a description of the claimed defect, pictures of it and proof of purchase, to the following address: iDeck Customer Relations - S.S. Cassia Km 62,200 - 01019 Vetralla (VT) - Italy and preview it via mail to: [info@idecksystems.com](mailto:info@idecksystems.com).

iDeck does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

- (1) improper installation of DURO products and/or failure to abide by iDeck's installation guidelines, including but not limited to improper gapping; use of DURO products beyond normal commercial use, or in an application not recommended by iDeck's guidelines and local building codes;
- (2) movement, distortion, collapse or settling of the ground or the supporting structure on which DURO products are installed;
- (3) any natural event (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade, flake, chalk, or accumulate dirt or stains);
- (4) variations or changes in color of DURO products; improper handling, storage, abuse or neglect of DURO products by Purchaser, any transferee or third parties; or ordinary wear and tear.

This warranty is internationally applicable.

