



## **ATKINSONS FENCING – PRODUCT GUARANTEE**

**Guarantee Coverage for Pressure-Treated Fencing Panels**  
**Effective Date: 01/01/2020**

### **1. Introduction**

**This Guarantee Document outlines the terms and conditions under which Atkinsons Fencing (“the Company”) provides guarantee coverage for its pressure-treated timber fencing panels (“the Product”). By purchasing, receiving, or installing Atkinsons Fencing panels, the customer agrees to the terms detailed below.**

### **2. Guarantee Coverage**

#### **2.1 Structural Integrity Guarantee (10 Years)**

**Atkinsons Fencing guarantees that all pressure-treated fencing panels will be free from:**

**Rot**

**Fungal decay**

**Premature structural failure**

**for a period of 10 years from the date of purchase, provided they have been installed, used, and maintained in accordance with the Company’s guidelines.**

#### **2.2 Scope of Protection**

**This guarantee applies only to:**

**Softwood fencing panels purchased directly from Atkinsons Fencing or authorised stockists**

**Timber that has been pressure-treated during manufacture**

**Products used in normal domestic environments**

### **3. What Is Not Covered**

**The following conditions fall outside of guarantee protection:**

#### **3.1 Natural Timber Characteristics**

**Because timber is a natural material, the following are normal and expected and not covered:**

**Shrinkage or expansion**

**Warping, twisting, or cupping**

**Surface cracks or splits**

**Knot movement or knot loss**

**Variations in colour or appearance**

**Resin (sap) leakage**

### **3.2 Environmental & Site Conditions**

**The guarantee does not cover damage caused by:**

**Soil, debris, or vegetation in direct contact with the timber**

**Waterlogging, poor drainage, or standing water**

**Weathering, UV exposure, or storm damage**

**Mould, algae, or surface discolouration**

### **3.3 Installation & Misuse**

**The guarantee becomes void if the product is:**

**Incorrectly installed**

**Installed without appropriate ground clearance**

**Cut, drilled, or modified without re-sealing exposed timber**

**Used for non-domestic, structural, or load-bearing purposes**

**Painted or treated before the timber has sufficiently dried**

**Neglected or inadequately maintained**

### **3.4 Third-Party Products**

**The Company is not responsible for damage caused by:**

**Third-party preservatives, paints, stains, or oils**

**Chemicals, cleaners, or treatments not suitable for pressure-treated timber**

## **4. Customer Responsibilities**

**To maintain guarantee validity, customers must:**

**Follow Atkinsons Fencing's installation guidelines.**

**Ensure posts and panels are installed above ground level with adequate airflow.**

**Apply a suitable protective surface treatment once the timber has dried and weather conditions permit.**

**Re-treat panels every 2 years, or as required by local conditions, with a water proofer and preserver.**

**Maintain proper drainage around the base of the fence.**

**Inspect panels regularly and make minor repairs promptly.**

**Failure to maintain the fencing may void the guarantee.**

## **5. Making a Guarantee Claim**

**To make a valid guarantee claim, customers must provide:**

**Proof of purchase (invoice, receipt, or delivery note)**

**Photographs of the damaged areas**

**A brief description of the issue**

**Confirmation the product was installed and maintained correctly**

**Claims must be submitted in writing to:  
Atkinsons Fencing – Guarantee Claims Department  
Email: sales@atkinsons fencing.co.uk  
Address: Green Lane, Cutsyke, Castleford, WF10 5JL**

**The Company reserves the right to inspect the product in situ before approving a claim.**

## **6. Remedies**

**If a guarantee claim is approved, Atkinsons Fencing will, at its discretion:**

**Replace the affected fencing panel(s) like-for-like, or**

**Provide a pro-rated credit toward a replacement product**

**This guarantee does not cover:**

**Labour or installation costs**

**Removal or disposal of existing panels**

**Consequential or incidental damages**

**Replacement panels do not restart or extend the original guarantee term.**

## **7. Exclusions & Limitations**

**This guarantee is offered in addition to your statutory rights and does not affect them.  
No representative, installer, or stockist is authorised to alter or extend the terms of this guarantee.**

## **8. Product Registration (Optional)**

**Customers may register their product with Atkinsons Fencing to assist with guarantee processing.  
Registration does not change coverage terms.**

## **9. Governing Law**

**This guarantee is governed by the laws of England and Wales. Any disputes shall be resolved under UK jurisdiction.**

## **10. Acceptance of Terms**

**By purchasing and installing Atkinsons Fencing panels, the customer acknowledges and agrees to the terms of this guarantee.**