Limited Warranty

North Valley Forge LTD (trading as "North Valley Composites") provides a limited warranty to the original purchaser ("Purchaser") for its fencing products. For residential applications, the warranty is valid for ten (10) years from the date of purchase, and for commercial applications, it is valid for eight (8) years. Under normal use and service conditions, the fencing products are warranted to be free from material defects in workmanship and materials. They should not splinter, split, rot, or suffer structural damage due to termites or fungal decay.

If a defect is discovered within the warranty period, the Purchaser must notify us within 30 days of discovery and no later than the warranty term. Notifications should be sent in writing to sales@northvalleycomposites.co.uk or by mail to North Valley Forge LTD, Unit 7 Valley Forge Business Park, Reedyford Road, Nelson BB9 8TU.

Additional information regarding the warranty claim may be requested. Proof of purchase, such as the original invoice, must be provided.

If the claim is validated, we will either replace the defective item (colour match is not guaranteed due to batch variations) or refund the portion of the purchase price paid for the defective item. Please note that fencing above 6ft in height is not covered by this warranty. We are not responsible for costs related to the removal of defective products or the installation of replacement materials, including labour and delivery.

The remedies outlined above are the sole and exclusive remedies for any warranty breach.

Residential and Commercial Applications

- **Residential application**: Installation on an individual residence.
- **Commercial application**: Installation other than on an individual residence.

If a valid claim is made during the warranty period, the refund or replacement will be prorated as follows:

Residential Applications		Commercial Applications	
Time after original purchase	Percentage to be refunded	Time after original purchase	Percentage to be refunded
1–3 years	100%	1–2 years	100%
3–6 years	75%	2–4 years	60%
6–8 years	40%	4–6 years	40%
8–10 years	20%	6–8 years	20%
>10 years	0%	>8 years	0%

This warranty is non-transferable and benefits only the original Purchaser who bought the goods directly from us.

Exclusions from Warranty

This warranty does not cover, and no implied warranty is given for, any failure or damages resulting from:

1. Improper installation or failure to follow installation guidelines.
2. Use beyond normal conditions or in applications not recommended by guidelines or building codes.
3. Ground movement, distortion, collapse, or settling of the supporting structure.
4. Acts of God, environmental conditions, staining, or normal weathering.
5. Colour variations or changes.
6. Improper handling, storage, abuse, or neglect.
7. Non-payment for products.
8. Ordinary wear and tear.
9. Impact from objects.
10. Installation using non-approved fasteners.

No person or entity is authorised to make statements or representations regarding product quality or performance other than what is contained in this warranty.

This warranty cannot be altered except in writing, signed by both parties.

Disclaimer of Other Warranties

Except as explicitly stated in this warranty, no other warranties, whether express or implied, including the implied warranties of merchantability and fitness for a particular purpose, are provided. We disclaim all other warranties and are not liable for special, incidental, or consequential damages, including lost profits, sales, or goodwill. Our liability is limited to the replacement of defective products, or a refund of the purchase price as outlined above.

This document is the final agreement between the parties and supersedes all prior agreements or communications.

Note: Some nations do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you. This warranty provides specific legal rights, which may vary from nation to nation and does not affect any legal rights under applicable national legislation.