

Our 'Last for good' guarantee



The Accoya raw material guarantee: Majority of our Outdorable® range is made from Accoya timber. Where Accoya is used, Outdorable® warrants this material, to remain dimensionally stable without rotting, breaking down, or any form of decay in the timber for 25 years in outdoor environments.

The Outdorable® manufacture guarantee: Outdorable® manufacture guarantee covers the original purchaser for 10 years from the date of purchase. This warrants the purchaser from any manufacture defects in the actual structure and construction of the product.

During the warranty period, Outdorable®, at its obligation, will replace any product, part, or component covered by this warranty and sold after the effective date of this warranty, which fails under normal use as a result of a defect in material or workmanship; Outdorable® will replace the product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire a new product from Outdorable® or one of its registered distributors in any country. Any product, part, or component must have been correctly assembled and installed, used, and maintained according to our published instructions to be eligible for coverage under this warranty and must not have been subject to misuse or undue abuse. Any modification or post-purchase alterations to the original product not carried out by a qualified Outdorable® technician or service agent voids the warranty.

As a natural material, the timber may develop small hairline splits or 'checks' as it adjusts to outdoor conditions. This is a normal part of the timber's lifecycle and does not affect its strength or longevity.

The warranty period starts from the date of purchase.

This document inclusively describes all the warranties given and remedies available with respect to the company's products and services. Outdorable LTD and any of its subsidiaries disclaim any other warranty whether express or implied, statutory, or otherwise, in relation to the products.

Outdorable does not warrant:

- Natural variations in wood grain or patterns or visible natural character marks expected from using a 100% natural raw material. Every tree is uniquely different.
- The matching of colours, grains, or textures of natural materials.
- Excessive changes in surface colour or finishes due to natural aging, greying from exposure to light, excessive UV exposure, or water.
- Defects or failure resulting from normal wear and tear, including scratches and marks and chips from children using the equipment as designed.
- The colour fastness or the matching of colours of textiles, including an exact match to cuttings or to swatch sample.
- Products that have been subject to improper storage handling and installation.
- Any chips or splinters from edges due to dragging, hitting or general wear and tear.

Outdorable® does not warrant products that are exposed to extreme environmental conditions or acts of God, such as hurricane, tornado, hail, earthquake, flood or other severe weather or natural phenomena.

For all warranty requests, please contact the Outdorable® distributor in your area, (supplier).

An Online SERVICE REQUEST FORM including photos and date of purchase will be required.