BSW Timber

15 YEAR WARRANTY

Registering Your UC4 Collection Warranty



To activate your 15-year warranty:

Visit **www.bsw.co.uk/warranty** to register your details under this warranty.
Either: register online and then upload a copy of your invoice or register online and then post a copy of your invoice or telephone: 0800 587 8887 to register your warranty over the telephone.

N.B. For online registration, a proof of purchase will need to be submitted. If you don't have access to a scanner, please mail your proof of purchase together with your completed online registration print out to: BSW Timber, Carlisle Sawmills, Cargo, Carlisle, CA6 4BA.

Warranty Conditions:

1. This Warranty only covers BSW UC4 Collection (incised sleepers, incised joists and incised posts) products.

2. BSW Timber Ltd (and subsidiaries) offer this warranty to you the consumer and it does not affect any other obligations the retailer may have to you.

3. To activate your 15 year warranty, all details and submissions must be registered by one of the three methods outlined in the 'TO ACTIVATE YOUR WARRANTY' box above.

4. Registrations for the 15 Year Warranty must be received no later than 90 days from the invoice date to validate any registration.

5. Upon registration the claimant will be sent an email or postal confirmation with notification of registration and a related reference number for the warranty being registered on www.bsw.co.uk/warranty

6. A copy of your invoice MUST be submitted as proof of purchase.

7. The 15 Year Warranty is not transferable and no alternative will be offered.

8. To submit a warranty claim you must:
Contact the BSW Customer Sales on 0800 587 8887 or sales@bsw.co.uk to make the request and provide proof of registered warranty, as per the e-mail confirmation sent at the time of online warranty registration(s).

9. On submission of a claim for product failure to BSW Timber Ltd (and subsidiaries) under this Warranty, the customer shall provide BSW Timber Ltd with:
a: A cross section of the timber (minimum 200mm length) exhibiting the product failure due to fungal decay or insect attack which is sufficient in BSW's reasonable opinion to perform testing on the timber.
b: Such other information as BSW Timber Ltd may reasonably require such as access to the site of installation, etc.
c: A photograph of the affected product in situ.

10. BSW Timber shall then promptly investigate the complaint to establish the issues surrounding the claim before coming to any final decision on product replacement.

11. "Fungal decay": refers to wood destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood.

12. "Insect attack": refers to attack by wood digesting insects that destroy the timber structure.

13. "Product failure": refers to damage caused by insect and / or fungi to such a degree that the product is no longer fit for purpose.