



Standard Warranty Terms

Here at The Yorkshire Timber Company, we only select and utilise the very highest grade of kiln dried Scandinavian timbers from which we construct our buildings.

We are proud of our rigorous attention to quality, but we politely remind our customers that timber is a natural product that can twist, split and warp after its has been built into one of our buildings.

This situation does not affect the technical performance of the building and is therefore part of the aesthetics of your unique structure.

If you have any concerns about these potential changes, please contact one of our team.

info@theyorkshiretimbercompany.co.uk

We have designed a range of high-quality timber structures that are intended to be erected by the customer or the customer's contractor. These products benefit from a comprehensive set of `self-assembly` build instructions that will guide you in a step-by-step way through the installation phase of your project.

In addition to your 10yr warranty against rot and wood boring insects our structures also benefit from an industry standard 12 month warranty that protects the consumer from manufacturing defects as well as significant failures of the timber components.

Conditions of warranty

- The structure must not be adapted in any way.
- Our structures are designed and constructed to be utilised in a domestic setting and use in a commercial setting may compromise the terms of the warranties offered.
- Should the claim be because of a failure to adhere to the assembly instructions then the warranty claim may not be accepted.
- We are unable to offer warranty cover for storm or flood damage.
- Our timber structures should not come into direct contact with the ground and a minimum of a 10mm air gap needs to be maintained to allow timbers to air dry after becoming saturated in inclement weather.
- Our structures are pressure treated to `User Class 3 – UC3 standards as directed by the Wood Protection Association

- We recommend that you treat your structure annually to maintain appearance and protection against inclement weather.
- Only use a reputable supplier product to treat the external surfaces of the structure.
- The structure must always be maintained on a firm level base and secured to the ground to withstand high winds.
- The building should be kept clear of shrubs and bushes and a 200mm air gap is maintained.

These guidelines are to assist the consumer with obtaining the very best performance from their newly installed timber structure supplied by `The Yorkshire Timber Company` the longevity of the product is affected by many factors, if you follow these simple guide notes you will obtain many years of problem free use from your new timber structure.

Repairs and replacements will be at the discretion of The Yorkshire Timber Company.