



Green Plank® Composite Decking Products

Commercial Limited Product Warranty

TerraTuff™ | Nordeka™ | Classic™ | Sapphire™

WARRANTOR AND TERRITORIAL SCOPE

This Limited Warranty is issued by COMPOCENTRA AB, a company registered in Sweden under organisation number 559270-2061, with its registered address at Klågerupsv. 361, 212 36 Malmö, Sweden ("Green Plank", "we", "us" or "our").

Green Plank® is a registered trade mark used for composite decking, cladding, fencing and related outdoor products. This Limited Warranty applies only to genuine Green Plank® products purchased from Green Plank or from an authorised Green Plank dealer, distributor, reseller or contractor.

This Limited Warranty applies only to products installed in the country or territory where the product was originally supplied, unless otherwise confirmed in writing by Green Plank.

Where Green Plank® products are purchased in one country and installed in another country, the Purchaser, property owner, contractor, installer, architect, designer and/or project responsible party shall be responsible for ensuring that the product selection, design, substructure, installation method, ventilation, drainage, fire requirements, slip requirements, structural requirements and intended use comply with all applicable local laws, building regulations, standards and project requirements in the country of installation.

This Limited Warranty applies only to the Green Plank® product itself. It does not replace project-specific design responsibility, structural engineering responsibility, building-code responsibility, installation responsibility, maintenance responsibility, or the responsibility of any contractor, installer, architect, designer, property owner, developer, housing association, municipality or other project party.

1. Important notice - commercial warranty and statutory rights

This Commercial Limited Product Warranty is a voluntary commercial warranty offered by Green Plank to qualifying commercial purchasers, property owners and project owners on the terms stated below. It is not an insurance policy, maintenance contract, workmanship warranty, structural design warranty or guarantee that the Product is suitable for every project or every local building regulation.

This Warranty does not exclude or limit any mandatory rights or remedies that cannot lawfully be excluded under applicable law. Where any limitation in this Warranty is not permitted by mandatory law, that limitation shall apply only to the fullest extent permitted by law and the remaining terms shall continue to apply.

2. Who is covered and what is a commercial application

This Warranty applies only to first-quality Green Plank products purchased through an authorised Green Plank dealer, distributor, reseller or contractor and installed in a qualifying commercial application.

- **Commercial Purchaser:** the original end-user purchaser, project owner, building owner, property owner, developer, contractor or other legal entity that purchased the Product or owned the property/project when the Product was first installed.
- **Commercial Application:** any installation other than a private owner-occupied single-family residential application. This includes, by example, offices, shops, restaurants, hotels, rental properties, apartment/common areas, schools, institutions, municipal projects, public access areas and professional/customer-facing premises.
- **Standard Commercial Application:** normal pedestrian decking use where loads, traffic, cleaning, ventilation, drainage, exposure and maintenance remain within the Product datasheet, installation instructions, this Warranty and the project design.
- **Special or Heavy Commercial Application:** high-traffic public environments, boardwalks, bridges, piers, marinas, swimming-pool/wet leisure areas, rooftop terraces, emergency routes, transport areas, stadiums, coastal/marine exposure, industrial environments, vehicle/wheel traffic, heavy point loads or any project with unusual exposure,

loading or regulatory demands. These require prior written project approval and may require a separate project-specific warranty.

- **Warranty start date:** the date of original purchase shown on the invoice. The Warranty Period is not restarted by repair, replacement, project handover, change of tenant, property transfer or installation of replacement material.

3. Covered products, maximum support spacing and warranty periods

The Warranty Period depends on the specific Product and strict compliance with the maximum centre-to-centre support spacing stated below. The stated spacing is not a structural load rating. The project designer, structural engineer and installer remain responsible for support design, load calculations, fire requirements, slip-risk assessment, drainage, ventilation and compliance with all applicable codes and regulations.

Product	Product type	Qualifying commercial decking use	Maximum support spacing	Physical integrity warranty	Commercial capped stain/fade warranty
TerraTuff™	Premium capped solid decking	Standard Commercial Application only, unless project-specific written approval is issued	Max. 400 mm c/c	15 years	10 years on capped walking surface only
Nordeka™	Solid uncapped decking	Standard Commercial Application only, unless project-specific written approval is issued	Max. 400 mm c/c	10 years	Not applicable
Classic™	Hollow composite decking	Light to normal commercial pedestrian use only	Max. 350 mm c/c	5 years	Not applicable
Sapphire™	Hollow composite decking	Light to normal commercial pedestrian use only	Max. 350 mm c/c	5 years	Not applicable

Product-specific limitations for Section 3:

- **TerraTuff™:** not for structural use. Heavy/public, marine, wet leisure, bridge/boardwalk or unusual exposure requires written project approval.
- **Nordeka™:** natural colour maturation, batch variation, weathering, water stains and surface changes are normal characteristics and are not covered as fade/stain claims.
- **Classic™ and Sapphire™:** require excellent drainage, ventilation and correct end/detail treatment. They are not intended for heavy public traffic, wet/marine exposure, structural use or trapped-water conditions unless Green Plank gives written approval.

Products not listed above, sample pieces, seconds, clearance goods, used/reclaimed material, prototypes, custom profiles, cladding, fencing, accessories or products sold "as-is" are covered only if Green Plank confirms the applicable commercial warranty in writing on the order confirmation, project warranty or invoice.

Important: if Green Plank issues a separate project-specific written warranty, that project-specific warranty controls in case of conflict with this standard commercial warranty.

4. What Green Plank warrants

4.1 Physical integrity

During the applicable Warranty Period and subject to all conditions and exclusions in this document, Green Plank warrants that the covered Product, under normal qualifying commercial use and service, will remain free from material manufacturing defects in workmanship or materials that result directly in:

- rotting or fungal decay affecting the integrity of the Product;
- structural damage to the Product caused by termites or insects;
- material splitting, splintering, cracking, delamination, peeling or flaking caused directly by a manufacturing defect and not by installation, impact, site conditions, heat, movement, overload, weathering, abrasion, cleaning method, substructure failure or misuse.

This Warranty covers the Green Plank material only. It does not cover design, engineering, installation workmanship, substructure, foundations, joists, battens, fasteners supplied by third parties, membranes, waterproofing, fire safety design, slip resistance over time, drainage systems, ventilation systems or compliance with project specifications unless Green Plank expressly warrants those items in writing.

4.2 Commercial capped surface stain and fade coverage - TerraTuff™ only

Only the capped walking surface of TerraTuff™ has the commercial capped stain/fade warranty stated in Section 3. No uncapped or hollow Product has a stain or fade warranty unless Green Plank states this separately in writing.

- **Fade coverage:** the capped exposed surface will not suffer excessive fade beyond normal weathering. Excessive fade means a clean, dry exposed surface shows a colour change greater than 5 Delta E (CIE L*a*b*) when compared by Green Plank or an independent laboratory with an appropriate retained or representative unweathered sample. Colour changes caused by dirt, pollution, moisture, chemicals, shading differences, UV/weather exposure within normal limits, batch variation, cleaning method or surface wear are not covered.
- **Stain coverage:** the capped exposed surface will resist permanent staining from ordinary food and beverage spills in normal commercial use, provided the spill is removed with water, mild soap or an approved cleaner within forty-eight (48) hours after exposure or first appearance. No Product is stain-proof. Staining from oil, grease, chewing gum, rubber, tannins, rust, metal filings, fertiliser, cement, paint, solvents, strong cleaners, chemicals, plant pots, mats, mould, algae, mildew, environmental deposits, vandalism or substances not promptly removed is excluded.
- **Surface wear:** scratches, scuffs, gloss loss, texture wear, abrasion from foot traffic, furniture, wheels, cleaning machines, snow/ice removal, sand/grit or commercial cleaning regimes are not covered unless Green Plank confirms that the condition is caused directly by a material manufacturing defect.

5. Conditions for warranty coverage

Warranty coverage is conditional on all of the following:

- **Authorised purchase and proof:** the claimant must provide proof of purchase, product identification, date of purchase, dealer/contractor information and, where available, batch labels, packaging labels or traceability markings.
- **Commercial/project registration:** to activate the voluntary commercial warranty, the installation should be registered online or by email within ninety (90) days after installation or project handover. Registration should include Product details, project address, installed quantity, installer details, photos and relevant drawings/specifications. Late registration may be accepted at Green Plank's discretion if compliance can be verified.
- **Professional design and installation:** commercial installations must be designed and installed by competent professional designers/contractors in accordance with Green Plank's written instructions, product datasheets, project-specific written approvals and all applicable local building codes and regulations.
- **Maximum support spacing:** the Product must be supported at or below the maximum c/c spacing stated in Section 3. Reduced spacing is required for diagonal installation, stairs, picture frames, borders, high point loads, public/high traffic, wheelchair/wheeled loads, hot exposed locations, dark colours, elevated decks or where Green Plank instructions require closer support.
- **Ventilation, drainage and gapping:** all required side gaps, butt gaps, perimeter gaps, ventilation openings, slope and drainage paths must be maintained. Products must not be installed directly on soil, directly on concrete slabs, over existing decking, into trapped-water areas or in locations where water, snow, ice or debris cannot drain/dry unless Green Plank instructions expressly allow it.
- **Approved fasteners and accessories:** only compatible fasteners, clips, screws, substructure materials and accessories specified or approved by Green Plank may be used. Wrong fasteners, overdriven fasteners, unsupported joints or incompatible metals may void coverage.
- **Routine commercial maintenance:** the owner/operator must implement a reasonable cleaning and inspection routine suitable for the location, traffic level and exposure. Spills, dirt, grit, salt, snow, ice, leaves, organic matter, gum, grease, food waste and staining agents must be removed promptly.
- **No installation of visible defects:** if a Product shows visible damage, wrong colour, wrong profile, transport damage or other visible non-conformity before installation, it must not be cut or installed. Installation of visibly defective or incorrect material may be treated as acceptance of the visible condition.
- **Inspection access and preservation of evidence:** Green Plank must be given a reasonable opportunity to inspect the Product, substructure, surrounding environment and maintenance records before the Product is removed, altered or repaired, except where immediate action is required for safety or legal compliance.

6. Prorated commercial warranty recovery schedule

For valid claims accepted by Green Plank, recovery is based on the applicable Warranty Period for the affected Product and the year in which the claim is made. Recovery means the percentage of defective Product Green Plank may replace, or the percentage of the original purchase price of the defective Product that Green Plank may refund. Labour, removal, disposal, reinstallation, freight, access equipment, scaffolding, project delay and other costs are not included unless mandatory law requires otherwise.

Warranty period	Product(s)	Recovery schedule
15-year commercial	TerraTuff™ physical integrity	Years 1-5: 100% Years 6-10: 50% Years 11-15: 20%
10-year commercial	Nordeka™ physical integrity; TerraTuff™ capped stain/fade	Years 1-3: 100% Years 4-6: 60% Years 7-10: 25%

Warranty period	Product(s)	Recovery schedule
5-year commercial	Classic™ and Sapphire™ physical integrity	Years 1-2: 100% Years 3-4: 50% Year 5: 20%

Example: if Green Plank accepts a valid Nordeka™ physical integrity claim in year 8, Green Plank may, at its option, replace 25% of the accepted defective Product volume or refund 25% of the original purchase price paid for the accepted defective Product.

For TerraTuff™ capped stain/fade claims, the 10-year commercial capped stain/fade Warranty Period applies and is prorated under the 10-year schedule. TerraTuff™ physical integrity remains limited to fifteen (15) years.

7. Green Plank's sole remedy

If Green Plank confirms a valid claim, Green Plank's sole obligation, at its option, will be one of the following:

- replace the accepted defective Green Plank Product in an amount equal to the prorated volume of defective material accepted by Green Plank; or
- refund the prorated portion of the original purchase price paid for the accepted defective Green Plank Product.

Replacement Product will be as close as reasonably possible in function, quality, colour and design to the original Product, but Green Plank does not guarantee an exact match. Colours, surface texture, gloss, design, dimensions and product lines may change over time. Green Plank may substitute a discontinued Product with a product of comparable function and quality.

Any replacement or refund does not renew, restart or extend the original Warranty Period. Replacement material remains covered only for the remaining part of the original Warranty Period.

8. Registration and claim procedure

8.1 Warranty registration

To activate the voluntary commercial warranty, the Commercial Purchaser, project owner or authorised representative should register the Product within ninety (90) days after installation or project handover by email or online registration.

Registration should include:

- Commercial Purchaser/project owner name, organisation number if applicable, address, email and telephone number;
- project name, installation address, installation date and handover date;
- Product name, colour, dimensions, quantity and batch/traceability information if available;
- copy of invoice or receipt from authorised dealer, reseller or contractor;
- name of designer/specifier, installer/contractor and main contractor, if applicable;
- clear photographs of the completed installation, including close-up photos, overview photos and visible substructure/support details where available;
- project-specific Green Plank approvals, drawings or written deviations if any.

8.2 Making a claim

The claimant must notify Green Plank within thirty (30) days after discovering the alleged defect and before the Warranty Period expires. Claims may be submitted by email or through Green Plank's online claim form once available.

A claim must include:

- claimant name, contact details, project name and installation address;
- proof of purchase and warranty registration confirmation, if available;
- Product name, colour, dimensions, quantity affected and total quantity installed;
- clear photographs showing the claimed defect, the overall installation, the substructure, support spacing, fixing method, ventilation/drainage details, stairs/borders/joints and surrounding conditions;
- a short written description of the defect, when it was first noticed and how the area has been used, cleaned and maintained;
- installation records, maintenance records, inspection records, cleaning records, installer details, project drawings, specifications and load/use information if requested;
- permission for Green Plank or its representative to inspect, photograph, measure, test and, if necessary, remove or request samples of the Product.

The claimant must not remove, replace, alter, paint, sand, seal, repair or dispose of the claimed Product before Green Plank has had a reasonable opportunity to inspect it, unless immediate action is required for safety or to comply with law. Failure to preserve the Product or installation evidence may result in rejection of the claim.

9. Exclusions - what is not covered

This Warranty does not cover, and Green Plank shall not be responsible for, any condition, defect, damage, cost or loss attributable to any of the following:

- **Installation or design errors:** incorrect installation; failure to follow Green Plank instructions; insufficient gapping; insufficient ventilation; insufficient slope or drainage; installation directly on soil, directly on concrete, over existing decking or in trapped-water conditions; unsupported joints; wrong support spacing; wrong span; incorrect screw/clip placement; overdriven fasteners; use of non-approved fasteners; lack of structural support; or non-compliance with project specifications, building codes or regulations.
- **Unsuitable or structural use:** use as beams, joists, columns, posts, stair stringers, guardrail posts, balcony structural elements, roof membranes, waterproof decking systems, retaining walls, bridge structures, vehicle surfaces, emergency escape routes or any structural component unless expressly approved in writing by Green Plank and a qualified project engineer.
- **Special/heavy commercial use without written approval:** high-traffic public environments, boardwalks, bridges, piers, marinas, swimming-pool/wet leisure areas, rooftop terraces, stadiums, transport areas, coastal/marine exposure, industrial environments, wheel/vehicle traffic, heavy point loads or unusual exposure/loading unless Green Plank has issued a project-specific written approval.
- **Substructure and site movement:** movement, distortion, corrosion, decay, collapse, settlement, frost heave, vibration, deflection, failure or inadequate design of the ground, foundation, wall, posts, joists, battens, framing or supporting structure.
- **Excessive load, impact or traffic wear:** point loads, heavy planters, spas, machinery, ladders, scaffolding, concentrated furniture legs, wheels/casters, pallet trucks, cleaning machines, dragging heavy objects, impact, abrasion, cuts, scratches, dents, punctures, vandalism, abuse, misuse or ordinary commercial wear and tear.
- **Heat and reflected sunlight:** fire, embers, grills, fire pits, heaters, chimneys, hot ashes, hot objects, rubber mats, dark mats, tarps, coverings, concentrated heat, heat build-up, or direct/indirect reflected sunlight including from low-emissivity/Low-E glass, glass railings or metallic reflective surfaces.
- **Weather, environment and force majeure:** flooding, storm, hurricane, tornado, lightning, earthquake, hail, sandstorm, extreme climate, air pollution, industrial fallout, salt deposits, chlorine, de-icing chemicals, seawater exposure unless approved in writing, environmental deposits, algae, mould, mildew, pollen, leaves, soil, organic matter or other outdoor exposure effects.
- **Staining and surface contamination:** dirt, grease, oil, barbecue residue, chewing gum, rust, iron-containing fertiliser, tannins/extractives, water stains, mineral deposits, cement, concrete, mortar, plaster, stucco, paint, wood stain, solvents, adhesives, sunscreen, insect repellent, biocides, fungicides, pesticides, plant food, chemical cleaners or substances not promptly removed according to care instructions.
- **Slip resistance and surface safety over time:** changes in slip resistance caused by dirt, water, ice, snow, algae, mould, grease, food waste, cleaning chemicals, wear, surface contamination or lack of maintenance. The owner/operator is responsible for cleaning routines, inspection routines and warning/control measures appropriate for the premises.
- **Normal appearance changes:** natural colour variation, production batch variation, colour maturation, fading within normal limits, weathering, chalking, gloss change, water spots, surface deposits, minor dimensional tolerance, minor bowing or cupping within published tolerances, or differences between samples, photographs, brochures, website images and delivered products.
- **Handling and storage:** damage caused by transport after delivery, site handling, improper unloading, stacking, storage without support, storage in direct heat, storage under dark coverings, bending, warping, moisture entrapment or contamination before installation.
- **Modification or incompatible treatments:** cutting, milling, routing, grooving, drilling, sanding, brushing, painting, staining, sealing, coating, pressure washing, chemical treatment or surface treatment not carried out according to Green Plank written instructions.
- **Third-party products:** damage caused by non-Green Plank products, fasteners, clips, substructures, membranes, sealants, cleaners, furniture feet, mats, lighting, glass, metal, hardware, snow-melting systems or other components.
- **Fire, code and regulatory compliance:** failure to meet fire classification, combustibility, accessibility, slip, structural, environmental, acoustic, facade, balcony, roof terrace or other project-specific legal/regulatory requirements unless Green Plank has expressly warranted that requirement in a signed project document.
- **Visible defects installed:** visible defects, wrong product, wrong colour, wrong profile or transit damage where the Product was cut or installed despite the defect being visible before installation.
- **Consequential project costs:** business interruption, lost rent, loss of use, loss of profit, project delay, penalties, tenant claims, customer claims, removal/reinstallation costs, access equipment, scaffolding, crane costs or other consequential costs.

10. Product-specific technical notes

10.1 TerraTuff™ and Nordeka™ solid decking

- Maximum support spacing is 400 mm c/c unless Green Plank gives a project-specific written approval requiring or allowing another spacing.
- Solid decking may still move with temperature and moisture. Required expansion gaps, ventilation and fixing details must be followed exactly.
- The stated warranty does not mean the Product is suitable for every commercial project. Suitability must be confirmed by the project designer/specifier and, where necessary, Green Plank in writing.

10.2 Classic™ and Sapphire™ hollow decking

- Maximum support spacing is 350 mm c/c in commercial applications.
- Hollow profiles require excellent drainage, airflow and end/detail treatment. They must not be sealed, filled, blocked or used where water is trapped or where heavy public traffic/point loads are expected unless Green Plank gives written approval.
- Use on stairs, ramps, public boardwalks, wet leisure areas, marine/coastal projects or high-traffic municipal/public decks requires separate written approval and may require a different product.

10.3 Stairs, ramps, borders and diagonal installation

- Stairs, ramps, picture framing, diagonal installation, borders, butt joints and edge details normally require closer support spacing than straight perpendicular decking.
- The project designer/installer must design these areas for local loads, slip risk, drainage, accessibility and movement. Green Plank may reject claims where failure occurs at details with inadequate support or movement allowance.

11. Transferability

This commercial Warranty may be transferred one (1) time only to a subsequent owner of the same property/project where the Product was originally installed, provided the Product remains installed in its original location, the transfer is registered with Green Plank by email or online within ninety (90) days after the property/project transfer, and the transferee can provide proof of purchase, installation address, warranty registration, maintenance records and all required claim information. The transferee receives only the remaining balance of the original Warranty Period and no new Warranty Period begins. Tenant changes, business/operator changes, contractor changes and resale/removal/reinstallation of Product do not transfer or restart the Warranty.

12. Limitation of liability

To the fullest extent permitted by applicable law, Green Plank shall not be liable for removal, disposal, labour, reinstallation, freight, storage, scaffolding, access equipment, loss of use, delay, lost profit, lost revenue, loss of business opportunity, tenant claims, customer claims, liquidated damages, penalties, damage to other property, consequential, indirect, incidental, special, punitive or exemplary damages arising from the Product or this Warranty.

To the fullest extent permitted by applicable law, Green Plank's total liability for any defective Product shall not exceed the replacement of the accepted defective Product or refund of the prorated purchase price paid for the accepted defective Product, as described in this Warranty. Nothing in this Warranty limits liability that cannot legally be limited or excluded under mandatory law.

13. No other warranties or representations

No dealer, distributor, reseller, contractor, installer, employee, agent, sales representative or third party is authorised to modify this Warranty or make any additional warranty, promise, performance statement or representation about Green Plank Products unless confirmed in a written document signed by an authorised officer of Green Plank. Marketing materials, samples, photographs, displays and oral statements are for general product illustration only and do not create any warranty beyond this document.

14. Territory, governing law and language

This Limited Warranty shall be governed by and interpreted in accordance with the laws of Sweden, without regard to conflict-of-law rules, unless otherwise expressly agreed in writing by Green Plank.

For commercial, business-to-business, public-sector, professional, project, developer, housing association, municipal, contractor, reseller, distributor or non-consumer claims, any dispute arising out of or in connection with this Limited Warranty shall be subject to the competent courts of Sweden, unless Green Plank agrees otherwise in writing.

This Limited Warranty is a voluntary commercial warranty and represents the sole and exclusive product warranty provided by Green Plank for the covered products, except where mandatory applicable law provides otherwise.

Nothing in this Limited Warranty shall limit liability that cannot lawfully be limited under mandatory applicable law.

If any provision of this Limited Warranty is found to be invalid, unlawful or unenforceable under applicable law, that provision shall be limited or removed only to the minimum extent necessary, and the remaining provisions shall continue in full force and effect.

LANGUAGE VERSION

This Limited Warranty may be translated into other languages for convenience. In case of inconsistency between different language versions, the English version shall prevail to the extent permitted by mandatory applicable law. Where mandatory local law requires otherwise, mandatory local rules shall prevail.

15. Contact details

Warranty issuer	COMPOCENTRA AB trading as Green Plank®
Postal address	Klågerupsv. 361, 212 36 Malmö, Sweden
Email for warranty registration	info@greenplank.eu
Online registration	www.GreenPlank.eu/warranty
Online claim form	www.GreenPlank.eu/claim

Appendix A - Commercial claim checklist

Before submitting a claim, collect the following documents and photographs:

- Invoice/receipt showing authorised purchase and Product details.
- Warranty/project registration confirmation, if available.
- Product batch/traceability labels or packaging labels, if available.
- Project drawings, specifications, written Green Plank project approvals and installation instructions used.
- Overview photographs of the whole installation and close-up photographs of the claimed defect.
- Photographs showing substructure, support spacing, fasteners, ventilation, drainage, gapping, stairs/borders/joints and surrounding conditions.
- Installation date, project handover date, installer name and installation method.
- Maintenance, cleaning and inspection records, including records of snow/ice removal, spill cleaning and cleaning chemicals/methods used.
- Description of traffic/load/use pattern and any unusual exposure, heat, reflected sunlight, chemical exposure, flooding or impact events.
- Do not remove or replace the Product before Green Plank has inspected or approved evidence collection, unless immediate safety action is necessary.

End of Warranty Document