



GUARANTEE/WARRANTY TERMS & CONDITIONS – POSTSAVER ROT PROTECTION

APPLIES TO REGULAR HEIGHT (14"/35CM) AND +PLUS HEIGHT (28"/70CM) PRO-SLEEVE, PRO-WRAP AND PRO-WRAP & TACK PROTECTORS

DEFINITIONS

In these guarantee/warranty terms and conditions ('Conditions'):

- 1.1 "Us", "We", "Our" means Postsaver Europe Limited (Company Number 06642555) whose registered address is at Unit 11, The Hawthorns, Staunton, Gloucestershire GL19 3NY
- 1.2 "Customer" means the person, whether a corporate entity or otherwise, who has purchased the Postsaver rot protectors from Us and applied the Postsaver rot protectors to Posts.
- 1.3 "End User" means the person, whether a corporate entity or otherwise, who has acquired the Post to which the Customer has duly applied the Postsaver rot protectors pursuant to Our installation instructions, and to whom the guarantee/warranty is provided pursuant to clause 2.1. Where no Customer is involved in the sale and installation of the Post, references to "End User" in these Conditions shall also mean the person who purchased the Postsaver rot protector and applied it to the Post, who shall be treated as both the Customer and the End User for the purposes of these Conditions.
- 1.4 "Damage" means the fungal decay of that part of the wooden post protected by the Postsaver rot protector caused by ingress of wood decaying fungi from the soil, solely as a result of in-use physical breakdown of the in-ground section of the Postsaver outer thermoplastic sleeve, so that the post is no longer fit for purpose in normal use.
- 1.5 "Damaged post" means a post which is alleged to have suffered Damage
- 1.6 "No longer fit for purpose in normal use" means a post that has broken in normal use
- 1.7 "Fungal Decay" means wood destroying fungi that feed on and degenerate the wood cell walls.
- 1.8 "Guarantee/Warranty" means the guarantee defined in clause 2.1 of these Conditions.
- 1.9 "Posts" means new post being sold by the Customer to the End User or a new post sold directly to the End User of an appropriate type and quality duly preservative treated prior to application of the Postsaver rot protector with an appropriate preservative treatment to meet, as a minimum, the requirements of BS8417:2024 for use class 3 (preferably use class 4), desired service life 15 years or NTR-b treatment standard.
- 1.10 "Postsaver rot protector" means our products known as:
 - 1.10.1 **Postsaver Regular:** Pro-Sleeve, Pro-Wrap or Pro-Wrap & Tack rot protector, a dual-layer composite and thermoplastic sleeve 35cm (14") in length which is heat applied to the ground line section of a wooden post.
 - 1.10.2 **Postsaver +PLUS:** Pro-Sleeve +PLUS or Pro-Wrap +PLUS rot protector, a dual-layer composite and thermoplastic sleeve 70cm (28") in length which is heat applied to the ground line section of a wooden post.
- 1.11 In these Conditions references to the masculine include the feminine and the neuter and to the singular include the plural and vice versa as the context admits or requires.
- 1.12 In these Conditions, headings will not affect the construction of these Conditions.

2. GUARANTEE/WARRANTY

- 2.1 We agree that we will provide the Customer or End User with a replacement post or reimburse the Customer or End User for the market cost of a replacement post in the event the Post suffers Damage for the following applicable periods:
 - 2.1.1 20-Year Guarantee/Warranty: Applies to Posts fitted with Postsaver Regular rot protectors (14"/35cm).
 - 2.1.2 40-Year Guarantee/Warranty: Applies to Posts fitted with Postsaver +PLUS rot protectors (28"/70cm).

For the avoidance of doubt, the guarantee/warranty can be registered by and thus provided to either the Customer or the End User. The guarantee/warranty is not transferable and/or assignable.

- 2.2 The guarantee/warranty shall commence from the date of either "End User" or "Customer" registering their guarantee/warranty at www.postsaver.com/guarantee.

3. MAKING CLAIM

- 3.1 In order for a claim to be valid, such a claim must be made by the Customer or End User in writing. Such claims shall be made to:

Postsaver Europe Ltd, Unit 11, The Hawthorns, Staunton, Gloucestershire, GL19 3NY or sales@postsaver.co.uk

The Customer or End User must provide us with all such information and evidence necessary to establish beyond reasonable doubt that the Posts on which the Postsaver rot protector has been duly applied upon has been Damaged. This shall include proof of purchase date, photos and documentary evidence of the condition of the ground, the type of soil on which the Post has installed upon; and the Damaged Posts on which the Postsaver rot protector has been applied upon including the post and rot protector installation.

- 3.2 The Customer or End User shall ensure that the post in question is available for inspection and in this regard, We reserve the right to require the Customer or End User to deliver the post in question (without cost to Us) to Us for Our inspection.
- 3.3 The Customer or End User shall provide information as required and procure the necessary rights for Us to inspect the site and premises where the Damaged Post in question was installed; failure to do so will invalidate the guarantee/warranty. We reserve the right to remove samples of wood, soil or other material for testing as may be appropriate.
- 3.4 We will give the Customer or End User notification as to whether the claim is accepted within a reasonable period and in most cases within 90 days from the date, we receive the Customer or End User's claim. Please note that in some circumstances we may have to carry out further investigations which may delay our final response.
- 3.5 If the Customer's or End User's claim is accepted, we will at our discretion supply either a free replacement Post or reimburse the Customer or End User for the market cost of a replacement post. For the avoidance of doubt, we will not be liable for any cost other than the Replacement post e.g., we will not be liable for costs of removal of the Posts and the installation of any replacements.

4. EXCLUSIONS

The Guarantee/Warranty shall be void if:

- 4.1 The Postsaver rot protector has been damaged or punctured in any way tampered with or in any way altered, adapted and/or modified other than by Us;
- 4.2 The Postsaver rot protector has been applied to posts which do not meet the requirements as outlined in 1.9 above;
- 4.3 The Postsaver rot protector has not been installed or applied onto Post pursuant to our installation instructions; including the formation of a uniform seal to the post surface within that part of the post protected by the rot protector;
- 4.4 The Postsaver rot protector has been subject to misuse, negligent acts or abuse;
- 4.5 The Postsaver rot protector has been stored, handled, maintained or used in a manner contrary to our instructions or not originally intended;
- 4.6 The section of the Damaged Post above ground level has been persistently immersed in water, or has had ground contact or come into permanent ground contact or has been enclosed in any way;
- 4.7 The Fungal decay was present in the post prior to application of the Postsaver rot protector or has originated from or entered any part of the Post other than as a direct result of the Postsaver outer thermoplastic sleeve having failed in its function as a physical barrier to fungal decay entering the post from the soil;
- 4.8 The Postsaver rot protector has been exposed to materials, chemicals, gasses or petroleum products which may cause premature degradation of the rot protector or bituminous liner;

- 4.9 The Posts have been used for a purpose for which they were not designed;
- 4.10 The guarantee/warranty does not cover any forms of mechanical damage e.g. wind damage, application of excessive load or tree falling on the Post.

5. LIABILITY

- 5.1 Nothing in these Conditions exclude or limit our liability for death or personal injury caused by our negligence or for fraudulent misrepresentation.
- 5.2 Except for clause 5.1, We shall not be liable to the Customer for any loss of income, loss of business profits or contracts, intellectual property infringement in respect of the Postsaver rot protector, loss of anticipated savings, loss of opportunity, goodwill or reputation and any indirect or consequential loss or damage of any kind, however arising, and whether caused by negligence, breach of contract, or otherwise.
- 5.3 Subject to clauses 5.1 and 5.2, Our total liability in contract, negligence, breach of statutory duty, misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of these Conditions shall be limited to:
 - 5.3.1 in respect of matters for which We do not carry insurance, the post replacement cost; and
 - 5.3.2 in respect of matters for which We carry insurance, the insured value.
- 5.4 The exclusions and limitations of liability set out in this clause 5 shall be considered severally. The invalidity or unenforceability of any one of these sub-clauses shall not affect the validity or enforceability of any other part of this clause 5.

6. GOVERNING LAW & JURISDICTION

- 6.1 These Conditions, and any dispute or claim arising out of or in connection with them or their subject matter, formation or validity (including non-contractual disputes or claims), shall be governed by and construed in accordance with the law of England and Wales.
- 6.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Conditions (including non-contractual disputes or claims).

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