PRODUCT WARRANTY · ORIGIN RANGE

EZY DECKING .com.au

20-Year Origin Warranty.

Super-realistic PVC-core composite decking, warranted against excessive fade and structural failure. Built once, built right — and backed for two decades when you register.

DOCUMENT	ISSUED	MARKET
Origin Warranty v1.2	September 2026	Australia

This warranty sets out the cover Ezy Decking provides on its Origin range. It is straightforward by design: we tell you plainly what's covered, what isn't, and how to make a claim. This warranty is provided in addition to your rights under the Australian Consumer Law.

RESIDENTIAL COVER	COMMERCIAL COVER	COVER TYPE	APPLIES TO
10 + 10 yrs 20 years with registration	**10 years**	**Full** non-prorated	**Original purchaser**

01 What is covered

Ezy Decking warrants that, under normal use and when installed and maintained in accordance with this warranty, the boards will be free from the following manufacturing-related defects for the applicable warranty period:

Excessive fade. Colour change greater than Delta E 5, measured against an unexposed reference sample and excluding normal weathering. Some gradual, even colour change over years of sun exposure is normal and is not a defect.

Structural integrity. The boards are warranted against:

- Cracking, splitting or fracturing not caused by impact or external force
- Rotting or fungal decay
- Structural warping or bowing greater than 3 mm over a 1-metre length
- Delamination — the protective cap separating from the core (capped boards)

02 Warranty periods & registration

Residential cover is **10 years as standard, extended to a full 20 years when you register your installation**. Commercial cover is 10 years. Both periods are full and non-prorated — a valid claim in the final year is treated the same as one in the first. The period runs from the original date of purchase.

HOW TO UNLOCK THE SECOND 10 YEARS

Within 90 days of installation, register your deck at ezydecking.com.au/warranty and upload clear photographs of the completed framing and the installed boards. Any frame is acceptable — timber, steel or aluminium — provided it is built to the relevant Australian building standard and Ezy Decking's published joist centres. Registration confirms compliant installation and extends residential cover from 10 to 20 years. Without registration, residential cover remains 10 years.

03 Who is covered

This warranty is extended to the original purchaser of the boards only and is non-transferable. It does not pass to subsequent owners of the property or the goods.

04 What is not covered

This warranty covers manufacturing defects only. It does not cover damage or change arising from anything other than a defect in the product. The following are excluded:

- Physical or impact damage, including dropped objects and dragging furniture
- Scratches, scuffs and abrasion
- Staining from food, oil, rust, leaves, chemicals or other substances
- Mould, mildew and surface algae
- Damage from installation not carried out per Ezy Decking guidelines
- Misuse, abuse, or alteration
- Normal weathering and colour change within Delta E 5
- Fire, flood, storm, earthquake or ground movement
- Failure to clean and maintain as directed
- Heat distortion from concentrated or reflected sunlight off Low-E or reflective glazing

> **POOLSIDE & COASTAL — COVERED**
>
> Unlike many composites, these boards are covered for poolside and saltwater environments. Coastal and pool-surround installations remain within warranty, provided all installation and maintenance conditions are met.

05 Installation conditions

To keep this warranty valid, the boards must be installed strictly in accordance with Ezy Decking's published installation guidelines, including correct board gapping, ventilation and drainage. Proof of compliant installation — installer details and/or photographs — is required to make a claim, and is captured automatically when you register.

06 Maintenance conditions

The owner must maintain the goods as directed for this warranty to apply:

- Regular cleaning per the Ezy Decking care guide, keeping board gaps clear of debris so drainage and ventilation are maintained
- Prompt removal of staining agents
- Pressure washing with standard household units only, to a maximum of 1,500 PSI, held at a sensible distance from the surface
- Protective pot feet must be used under all pots and planters
- Areas continuously covered by pots, planters, matting or furniture that trap moisture and prevent airflow are not covered, including any resulting uneven weathering

07 Making a claim

To make a warranty claim, contact Ezy Decking at sales@ezydecking.com.au and provide:

- Original proof of purchase (Ezy Decking invoice or receipt)
- The date and location of installation
- Proof of compliant installation (installer details and/or photographs, or your warranty registration)
- Clear photographs showing the claimed defect
- A physical sample of the affected boards, if requested

08 Our remedy

Where a claim is approved, Ezy Decking will supply replacement boards only. This warranty does not cover the cost of labour to remove and reinstall, which remains the responsibility of the owner.

If the original product or colour has been discontinued, Ezy Decking will, at its discretion, supply the nearest available equivalent from the current range, or provide a credit to the original purchase value of the affected boards.

> **DELIVERY OF REPLACEMENTS**
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> Ezy Decking covers local delivery of replacement boards up to 20 km from the nearest Ezy Decking location. Delivery beyond 20 km is the responsibility of the owner.

09 Your rights under Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This warranty is provided in addition to, and does not limit, your rights and remedies under the Australian Consumer Law.

> **WARRANTY ISSUED BY**
>
> Low Maintenance Importing Pty Ltd ATF SMINT Trust
> ABN 80 150 276 325 · trading as Ezy Decking
> Claims: sales@ezydecking.com.au