

Landmark Extended Warranty

In addition to the standard guarantee periods offered by the Company, Customers purchasing Accoya® products may opt to upgrade to the Landmark Extended Warranty, which provides enhanced coverage on non-timber components as set out below.

1. Coverage Provided

The Landmark Extended Warranty covers the following components for a period of up to 20 years from the date of installation:

- Paint
- Ironmongery/hardware operation
- Workmanship and installation quality (if installed by Landmark)
- Seals, gaskets, beads, fixings, vents
- Double Glazing units (10-years only, this is doubled from our standard guarantee, Please see our standard warranty and double timeframes included.)

This extended coverage does not replace or alter the separate 50-year Accoya® material warranty, which applies only to the Accoya wood itself.

2. Exclusions from the Landmark Extended Warranty

The Landmark Extended Warranty does not cover:



- The Accoya timber (this is covered by the separate 50-year material warranty).
- Any installation carried out by a third party.
- Coating failure caused by poor maintenance, water exposure, or using non-compatible paints.
- Normal wear and tear. Items have naturally deteriorated over time due to use, weather and environmental exposure.
- Movement caused by building settlement, property moisture, or environmental conditions.
- Glass imperfections covered under GGF standards.
- Cosmetic issues or minor defects not reported within 7 days.
- Any damage caused by the Customer, decorators, builders, tenants, or third parties.
- Storm damage, impact damage, or accidental damage.

3. Customer Maintenance Obligations

For the Landmark Extended Warranty to remain valid, the Customer must:

- Adhere to all maintenance schedules stated in the Warranty Guide.
- Keep annual date-stamped photographs of the condition of the products.



- Maintain correct ventilation and moisture control.
- Use only approved coatings compatible with Accoya.
- Report any defects within 7 days of discovery.

Failure to maintain or provide records will void the Landmark Extended Warranty.

4. Scope and Limitations

4.1 The Company's responsibility under the Landmark Extended Warranty is limited to repair or replacement, at its sole discretion.

4.2 The Company shall not be liable for:

- Scaffolding costs
- Access equipment
- Re-decoration or finishing
- Loss of earnings/income
- Third-party installation costs
- Consequential or indirect losses

4.3 The warranty is valid only after full and final payment is received.



5. Optional Upgrade (Paid Add-On)

The Landmark Extended Warranty is offered as a premium upgrade and must be selected and paid for before manufacture.

Coverage begins on the date of installation and runs concurrently with the Accoya material warranty.

