

## 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.)

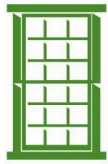
This extended coverage does not replace or alter the separate 50-year Accoya® material warranty, which applies only to the Accoya wood itself.

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### 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.

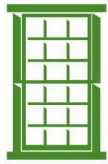
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### 3. Customer Maintenance Obligations

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.

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#### 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.

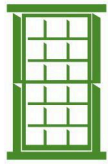
4.2 The Company shall not be liable for:

- 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.

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## 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.

