



AEMYR 10-Year Timber Guarantee

Our guarantee

Eligible timber garden buildings and outdoor structures purchased from AEMYR are covered by a **10-year guarantee against general timber rot and decay**.

This guarantee applies only where the relevant AEMYR product page or order confirmation states that a 10-year timber guarantee is included.

The guarantee begins on the date the product is delivered and applies to the original purchaser only.

Where a valid claim is accepted, AEMYR will arrange an appropriate resolution based on the nature and extent of the issue. This may include the supply of replacement timber components.

This guarantee is subject to the installation, treatment and maintenance requirements set out below.

Conditions of the guarantee

To keep the guarantee valid, the product must:

- be assembled correctly and strictly in accordance with the instructions supplied
- be installed on a firm, level and suitably constructed base
- be treated inside and out with an appropriate, high-quality waterproofing wood preservative shortly after delivery or assembly
- be retreated inside and out annually throughout the guarantee period
- have all windows sealed inside and outside with a suitable watertight sealant, where applicable
- be kept clear of trees, plants, exterior walls and other objects that could trap moisture against the timber
- have suitable cut-end treatment applied wherever timber has been cut, drilled or pierced
- have its roof covering inspected regularly and repaired or replaced promptly if damaged or worn
- be maintained in accordance with the care instructions supplied with the product

The guarantee applies only to products that have not been altered, adapted or customised after manufacture.



What the guarantee covers

The 10-year guarantee covers:

- general timber rot
- general timber decay

The issue must affect the supplied timber and must not have arisen because of incorrect assembly, an unsuitable base, inadequate treatment, poor maintenance, alteration or water ingress.

What the guarantee does not cover

The guarantee does not cover:

- knots, sap, grain or natural colour variation
- natural timber movement
- surface checking, splitting or warping that occurs naturally over time
- changes in appearance caused by weathering
- damage caused by incorrect assembly
- damage caused by an unsuitable, uneven or unstable base
- damage caused by failure to treat the timber shortly after delivery and annually thereafter
- water ingress caused by damaged, worn or incorrectly fitted roofing felt or roof covering
- damage caused by plants, trees, walls or other objects being in contact with the structure
- timber that has been cut, drilled or pierced without subsequent cut-end treatment
- products that have been altered, adapted or customised
- claims made by anyone other than the original purchaser
- normal wear and tear to roofing felt, locks, hinges, glazing, sealants or other non-timber components

Timber is a natural material and may move, expand, contract, split or warp in response to changes in temperature and moisture. These natural characteristics are not normally a structural defect and are not covered by this guarantee.



Care and maintenance requirements

Your timber structure must be maintained regularly to protect it from moisture and preserve the validity of the guarantee.

You must:

- apply an appropriate waterproofing wood preservative shortly after delivery or assembly
- treat all accessible timber surfaces inside and out
- repeat the treatment annually
- pay particular attention to end grain, cut edges, lower timbers and rough-sawn areas
- keep leaves, plants and other debris away from the walls and roof
- inspect the roof covering regularly for wear, tears or movement
- repair or replace damaged roof covering without delay
- check regularly that the base remains firm and level
- lubricate hinges and other metal fittings where applicable
- adjust doors, windows, storm braces and fascias where required to allow for natural timber movement and settlement

Cabin logs may expand, contract and settle over time. Where gaps develop, the appropriate braces and fascias may need to be loosened temporarily so that the logs can settle back into position before being secured again.

Making a claim

To make a claim, please contact AEMYR and provide:

- your name and order number
- the delivery address
- a description of the issue
- clear photographs showing the affected area and the wider structure
- details of when the product was assembled
- details of the preservative and treatments applied
- any other information reasonably required to assess the claim



We may ask for evidence that the product was correctly installed, treated and maintained.

Please do not dispose of, remove or alter any affected components before AEMYR has reviewed the claim unless we have agreed this with you in writing.

Claims should be sent to:

AEMYR Customer Care

Email: **sarahc@aemyr.com**

Telephone: **+44 20 3826 8136**

Website: **www.aemyr.com**

Important legal information

This guarantee is provided in addition to your statutory consumer rights. It does not replace, restrict or affect those rights.

AEMYR may update the administration of this guarantee from time to time, but any changes will not reduce the cover that applied when your product was purchased.