

POSTSAVER®

Rot Protection Guarantee
Terms & Conditions



To Activate Your 20 Year Warranty:

Post or Email a copy of your invoice or proof of purchase to: Postsaver Europe Ltd, Unit 11, The Hawthorns, Hawthorn Lane, Staunton, Gloucestershire. GL19 3NY.

Email: warranty@postsaver.co.uk

Please provide the following information when sending your invoice / Proof of Purchase

1. Full Name and Address
2. Products purchased
3. Date of purchase
4. Place of purchase

Warranty Conditions:

1. This Warranty covers failure of the wooden post due to damage caused by fungal attack originating within the zone protected by the Postsaver sleeve to such a degree that the post is no longer fit for purpose.
2. This is subject to:
 - The wood being preservative treated to UC4 treatment standard (as defined in BS8417:2024)
 - Correct application of the Postsaver sleeve to the post using a Postsaver high volume application machine
 - Correct installation of Postsaver protected post as per Postsaver installation instructions
 - Timber sections used in-ground not being cut, drilled, notched or modified in any way so as to expose untreated wood or cause damage to the Postsaver Sleeve
 - The sleeve not being exposed to damaging chemicals or materials that compromise the outer barrier or inner coating
3. The Warranty is limited to the cost of the sleeve and post. It does not cover any associated costs, including but not limited to, removal of the defective product, disposal of the defective product, installation of the replacement product and any associated labour cost.
4. Postsaver Europe Ltd offer this warranty to you the consumer and it does not affect any other obligations the retailer may have to you.
5. To activate your 20-year warranty, all details and submissions must be registered by one of the two methods outlined in the 'TO ACTIVATE YOUR WARRANTY' box above.
6. Registrations for the 20 Year Warranty must be received no later than 90 days from the invoice date to validate any registration.

7. Upon registration the claimant will be sent an email or postal confirmation with notification of registration and a related reference number for the warranty being registered.

8. A copy of your invoice **MUST** be submitted as proof of purchase.

9. The 20 Year Warranty is not transferable and no alternative will be offered.

10. To submit a warranty claim you must: Contact the Postsaver Customer Services on 01452 849322 or sales@postsaver.co.uk to make the request and provide proof of registered warranty, as per the e-mail confirmation sent at the time of online warranty registration(s).

11. On submission of a claim for product failure to Postsaver Europe Ltd under this Warranty, the customer shall provide Postsaver Europe Ltd with: The complete inground and above ground section of the failed fence post (including a minimum of 200mm of the post above the top of the sleeve) b: Such other information as Postsaver Europe Ltd may reasonably require such as access to the site of installation, etc. c: A photograph of the affected product in situ.

12. Postsaver Europe Ltd shall then promptly investigate the complaint to establish the issues surrounding the claim before coming to any final decision on product replacement.



Tested to ENV807 : 2001 Wood
preservatives, Building
Research Establishment (BRE)



Tested to BSI EN252:2014
Standards



Meets The Requirements Of
A.W.P.A. P20-18 BP1 Barrier
Products



Postsaver Europe Ltd

Unit 11, The Hawthorns, Staunton, Gloucestershire, GL19 3NY
Tel +44 (0)1452 849322 Email sales@postsaver.co.uk
Registered number 6642555 VAT number 936229706