

Conditions of our Guarantee

- Dip treated products must not be installed in direct contact with the ground or into the water.
- Dip treated Fence Panels must be installed with a pressure treated or concrete Gravel Board to isolate it from ground contact.
- Dip Treated products should be allowed to settle for 2-3 months after purchase before their initial, additional treatment. They should then be retreated every year with a suitable timber preservative. We recommend treating the product in either Autumn or Spring
- Dip and Pressure Treated products must be installed in line with our assembly instructions.
- Pressure Treated timber that is cut during assembly or any time afterwards, must be treated with a suitable preservative in order to re-seal the timber and protect it from water ingress and fungal attack.
- You must retain your proof of purchase in order to claim on the above guarantee.

Wood is a natural product and susceptible to changes in the environment, any extreme weather conditions will cause a reaction in timber used outdoors. Heat may cause panels to lose shape but this will be reversed once the temperature subsides. Posts and uprights may split but again this is natural and will not affect the structure of your product. All timber will take time to settle in its outside surroundings. In the winter months the wood will swell due to moist air whereas in the summer the wood may shrink. Movement and gaps in the wood are normal, particularly with overlap constructions. Some pressure and dip treatment colour may leach out over time. This may cause discolouration to surfaces the product may sit on such as painted walls, decking and paved areas.

These conditions do not affect your statutory rights



For more information visit:

<https://www.forestgarden.co.uk/help-support/our-guarantee/>