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Ryno Ltd Product Warranty

Introduction Ryno Ltd (company number 09623250) ('Ryno') provides this warranty to its customer ('Customer') for the goods described below ('Goods'). This warranty sets out the terms and conditions applicable to the Goods supplied. In the event of any conflict between the purchase terms and conditions (be that Ryno Ltd's Terms and Conditions of Sale or Customer terms and conditions or otherwise) and the terms and conditions of this Warranty, the terms and conditions of this Warranty shall take precedence.

Warranty Scope Ryno warrants that the Goods will be free from Defects for the Duration of the Warranty period from the date of delivery. This is a product-only warranty. It does not cover installation workmanship or project-specific design/integration unless expressly agreed in writing.

Duration	3 years	Bespoke Fabricated Planters (Uncoated metal and PPC), including timber elements
	5 years	Wet Pour Rubber Surfacing
	10 years	Concrete Paving, Composite Decking, Resin Bound Gravel Surfacing, Conventional Pedestal Paving Support System, Conventional Rail Paving Support System, Conventional Decking Support System
	12 years	Balustrades (PPC finish) - Assembled product
	15 years	Artificial Grass
	30 years	Porcelain Paving, Vitrified Composite Decking, Aluminium Decking (PPC), Balustrades (PPC) - Components, Soffit Systems, Non-combustible Pedestal Paving Supports, Non-combustible Rail Paving Support System, Non-combustible Decking Support System

Stain Resistance / Special Features (surface products only) All surface products shall remain resistant to permanent staining from food and beverage spills for a period of 5 years. Any staining caused by poor or non-compliance with the O&M manual shall not be remedied under this Warranty. Timber products e.g. bench seating are supplied untreated; application of alternative treatments or coatings after installation is at the Buyer's risk.

Making a Claim If a Defect arises, the Customer must notify Ryno within one (1) calendar month from the date of discovery of the Defect in writing to sales@rynosystems.com, providing all relevant information requested by Ryno to assess the claim.

Remedies

Ryno will, at its sole discretion, either replace the defective Goods or refund an appropriate proportion of the purchase price paid for the Goods (excluding removal and installation costs). Any such remedy will be provided following inspection and confirmation of the Defect by Ryno. Ryno will not be responsible for costs of repairs or replacements carried out by third parties, unless agreed in writing in advance.

Exclusions / Limitations

Materials or types of damage not covered by this Warranty includes, but are not limited to:

- improper installation.
- damage caused or contributed to by any Force Majeure event.
- colour variations.
- normal wear and tear.
- damage (or defects) caused by poor maintenance or non-compliance with the O&M manual
- Shrinkage - specific to wet pour rubber
- Discolouration - specific to wet pour rubber and resin bound gravel
- Natural Stone Setts and Pavers
- Natural timber behaviours including but not limited to; surface cracking (checking), greying, shrinkage or expansion, tannin bleed and weathering

Limitation of Liability

Ryno shall not be liable for any direct, indirect, consequential, or economic loss (save for the Remedies set out above), including lost profits or business interruption.

For the avoidance of doubt, Ryno shall have no liability whatsoever for costs of repairs that have been carried out by a third party.

General / Legal Clauses

This warranty is governed by the law of England and Wales. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute. Only the Customer may enforce this warranty. No variation of this warranty is valid unless agreed in writing by Ryno and signed by both an authorised of representative of Ryno and the Customer.

Definitions

For the purposes of this Warranty, the following terms shall have the meanings set out below:

Ryno - means Ryno Ltd (company number 09623250), the supplier of the Goods.

Customer - means the person or entity that has purchased the Goods from Ryno.

Goods - means the products supplied by Ryno to the Customer and described in this Warranty.

Delivery Date - means the date on which the Goods are delivered to the Customer.

Defect - means a manufacturing fault in the Goods that arises from defective materials or workmanship, as determined by Ryno in accordance with this Warranty.

Warranty Claim - means a claim made by the Customer under this Warranty in respect of a Defect in the Goods.

Ex-Works Price - means the price paid by the Customer to Ryno for the Goods, excluding any costs for delivery, installation or other services.

Resisted Substances - (for surface products with stain resistance) means food and beverage items and naturally occurring mould and mildew, as described in this Warranty.

Force Majeure Event - means any event outside of Ryno's reasonable control, including but not limited to natural disasters, severe weather, acts of war or terrorism, and strikes.