



WARRANTY TERMS & CONDITIONS

In this Warranty, the following definitions apply:

Buyer: Means the end user of the goods who has submitted a completed Shield Timber Warranty Application Form.

Company: Means Mole Valley Farmers Ltd and its subsidiaries, under company number 00679848.

Goods: Shield Fencing Timber purchased by the Buyer from the Company.

Replacement Product: Means goods supplied by the Company in accordance with the terms of this Warranty to replace a Failed Product.

Failed Product: Means Shield Fencing which have failed as a result of Rot/Fungal Decay or Insect Attack within 15 years of purchase from Mole Valley Farmers or Mole Country Stores to such an extent that as such it is no longer fit for purpose.

Insect Attack: Means attack by wood destroying insects that destroy the timber structure, including but not limited to termites.

Rot/Fungal Decay: Refers to wood destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood.

1. The Buyer is responsible for registering their right to the warranty within 60 days of purchase through the Mole Online website or by contacting our Customer Services team on 01769 576415.
2. The Buyer must give notice to the Company of the Failed Product within 14 days from first discovery that some or all of the Goods are Failed Product, and no later than 14 days after the expiry of the 15 year period.
3. The Company shall, at its discretion, replace any Failed Product with a Replacement Product within the 15 year period from the date of purchase.

Mole Valley Farmers Ltd may not accept liability for Shield Fencing goods which are deemed Failed Product in the following circumstances:

- a) The Buyer has failed to follow the Company's instructions as to the installation, care, and maintenance of the Goods in the relevant instruction guide.
 - b) Damage caused to Goods are due to or as a result of mechanical strimming or physical damage.
 - c) Weathering of wood including but not limited to greying, raised grain, splitting, cracking, warping, shrinkage, swelling, or any other physical property of the wood.
 - d) Timber degrade which is the result of the natural movement of wood in service, including weathering, twisting and splitting of components or;
 - e) Mould growth on treated products.
4. The Company shall not be liable to the Buyer for any labour or other costs in relation to the removal of any Failed Product, and the cost of reinstallation will be compensated for on a sliding scale with a 6.67% reduction per year from the date of purchase. The Company shall not be liable for any delay in the supply of the Replacement Product.
 5. The Shield Fencing Warranty in Replacement Product will only apply from the date of purchase of the initial Shield Fencing Goods.

HOW TO REPORT A POTENTIAL FAILURE

If you recognise a potential failure in your Shield Fencing timber, please report this to our Customer Services team within two weeks of failure. All claims must be reported no later than two weeks after the expiry of the 15 year period.

Our Customer Services team can be contacted via telephone on 01769 576415 or by emailing customer.services@molevalleyfarmers.com. An investigation will then be carried out to make sure that the original timber has been used and installed correctly, taking into account the guidelines we suggest in the use and installation of Shield Fencing timber. Investigations may require site visits, samples and photographs of the product.



- Stakes
- Gate posts
- Strainers
- Struts

