

THE OUTDOOR LOOK

## Warranty & Maintenance Guide Aluminium Balustrade

### Warranty Coverage

The Outdoor Look proudly provides a 10-year limited warranty on its aluminium balustrade systems, which covers defects in materials and manufacturing under normal residential usage conditions.

This Warranty Covers:

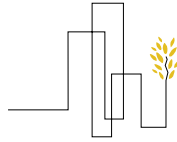
- Structural integrity of all aluminium components
- Powder-coated finish (against peeling, flaking, or severe discolouration)
- Factory-installed components including vinyl inserts and rail supports
- Stainless steel fasteners supplied with the system

This warranty applies only to products purchased directly from The Outdoor Look or its authorised resellers and installed in accordance with our official installation guidelines.

### Pro-Rated Refund Policy

This warranty is pro-rated, meaning the refund or replacement value decreases by 20% for each year from the date of purchase:

| Year Since Purchase | Refund Value Eligible |
|---------------------|-----------------------|
| Year 1              | 90%                   |
| Year 2              | 80%                   |
| Year 3              | 70%                   |
| Year 4              | 60%                   |
| Year 5              | 50%                   |
| Year 6              | 40%                   |
| Year 7              | 30%                   |
| Year 8              | 20%                   |
| Year 9              | 10%                   |
| Year 10             | 0%                    |



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### Exclusions

This warranty does not cover the following:

#### Improper Installation:

- Installation not compliant with The Outdoor Look guidelines
- Use of incompatible or unapproved fasteners
- Modification of any system components

#### Damage from Misuse or Accidents:

- Vandalism, impact, or heavy loading
- Ground movement (subsidence, frost heave)
- Use in marine, industrial, or commercial environments without written approval

#### Environmental & Cosmetic Wear:

- Natural weathering, fading, or chalking of colour
- Discolouration from pollutants, bird droppings, or plant growth
- Surface oxidation or rust from salt exposure when not maintained

#### Neglected Maintenance:

Failure to follow routine maintenance instructions (see Section 5) will void the warranty.

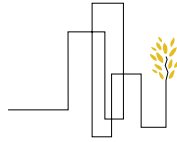
### Warranty Claim Procedure

To make a warranty claim:

1. Contact our support team at [info@theoutdoorlook.co.uk](mailto:info@theoutdoorlook.co.uk)
2. Include the following:
  - Proof of purchase (Invoice)
  - Description of the issue
  - Clear photos of effected area (s)
3. Submit the claim within 30 days of discovering the issue

If your claim is accepted, we will:

- Provide a refund based on the pro-rated schedule or
- Supply replacement parts at our discretion.



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### Maintenance Requirements

Proper care will ensure the longevity and appearance of your aluminium balustrade system.

#### Routine Cleaning (Every 3-6 Months):

- Use warm water, mild detergent, and a soft cloth or sponge
- Rinse thoroughly to remove all soap residue
- Avoid abrasive pads, acidic or bleach-based cleaners
- Do not use pressure washers or harsh solvents

#### Seasonal Checks (Twice a Year):

- Inspect all brackets, posts, and screws for signs of loosening or wear
- Re-tighten visible fixings using a screwdriver (not an impact driver)
- Clear any dirt or organic debris from the base of posts

#### Coastal or Harsh Environments:

- Rinse all aluminium parts with fresh water monthly
- Wipe off visible salt or pollution build-up
- Apply a clear silicone spray to stainless screws and base plates twice per year.

### Contact & Support

For warranty support, spare parts, or maintenance advice:

- Email: [info@theoutdoorlook.co.uk](mailto:info@theoutdoorlook.co.uk)
- Website: [www.theoutdoorlook.co.uk](http://www.theoutdoorlook.co.uk)
- Phone: 01282 526 428