

THE OUTDOOR LOOK

Warranty & Maintenance Guide Artificial Hedge Tiles

Warranty Coverage

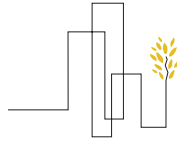
- Residential Use: All artificial hedge tiles are covered by a 5-year warranty against excessive UV fading, manufacturing defects, and premature wear under normal domestic use.
- Commercial Use: A 3-year warranty applies for installations in commercial or high-traffic environments.
- Exclusions: Warranty does not cover damage caused by:
 - Improper installation or insufficient fixings
 - Misuse, negligence, or alterations to panels
 - Fire, extreme heat, or chemical exposure
 - Acts of nature (e.g. flooding, storms, high winds beyond normal conditions)
- Note: With proper care and maintenance, you can expect hedge tiles to last well beyond the warranty period.

Warranty Depreciation

Year	Residential Value	Commercial Value
1	100%	100%
2	80%	66.6%
3	60%	33.3%
4	40%	0%
5	20%	-
6+	0%	-

Maintenance Guidelines

- Cleaning: Rinse panels occasionally with clean water to remove dust, dirt, or bird droppings. For stains, use mild soap and warm water.
- Brushing: Gently brush foliage with a soft broom or hand to restore natural fullness if leaves become flattened.
- Inspection: Check fixings (ties, screws, or adhesive) periodically, especially after strong winds or storms. Re-secure if necessary.
- Furniture & Pressure: Avoid placing heavy items against the panels for long periods, as this may compress foliage.
- Heat: Keep hedge tiles away from BBQs, open flames, fireworks, or cigarettes – extreme heat can melt or damage foliage.
- UV Protection: Panels are UV-stabilised, but applying UV spray annually in high-sun-regions can extend their life.



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Claims Procedure

- Contact our Customer Service team at info@theoutdoorlook.co.uk with your order number and a description of the issue.
- Provide clear photographs of the affected panels and installation.
- Our team may request a site visit or sample panel before approving a claim.

Following these guidelines will keep your artificial hedge tiles looking fresh, lush, and covered under warranty — and with correct maintenance, they will last much longer than the warranty period.