CONTACT US
1300 484 308

RECYCLED COMPOSITE TIMBER

Last Updated: July 2026

FUTUREWOOD® 10 YEAR DOMESTIC & 7 YEAR COMMERCIAL - PRODUCT WARRANTY

TERMS & CONDITIONS APPLICABLE IN AUSTRALIA

FOR CLEVERDECK® ORIGINAL, ALUMINIUM SUBFRAME AND FENCING SYSTEMS, ENVIROSLAT® FENCING AND CLADDING PRODUCTS ONLY

FUTUREWOOD:

This warranty is provided by Futurewood Pty. Ltd. ABN 74 408 570 335, of 61 High Street Eaglehawk Victoria 3556, Australia ("Futurewood"). Contact: 1300 484 308. Email: info@futurewood.com.au

STATUTORY RIGHTS:

The benefits conferred by this warranty are in addition to any other rights and remedies available to you under the applicable laws in your jurisdiction which we cannot exclude or limit, such as the guarantees to Australian consumers under the Australian Consumer Law. Other than as permitted by law, this warranty in no way limits or restricts such rights or remedies. For Australian consumers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

WHAT THE WARRANTY COVERS:

Futurewood warrants its CleverDeck, Subframe and Fence Frame Systems and EnviroSlat products against manufacturing faults, rot and termite damage when installed and used normally in accordance with Futurewood's published fixing and care and cleaning guidelines for a period of 10 years for domestic installations and 7 years for commercial installations from the date of original purchase from Futurewood or an authorised dealer.

WHAT THE WARRANTY DOES NOT COVER:

1. This warranty does not cover damage, deterioration or malfunction caused by:
    a) accident, misuse, fire, acid or alkali contact, lightning, earthquake or external causes (except rot and termite damage)
    b) use outside Futurewood's published fixing and care and cleaning guidelines
    c) unauthorised product modification
    d) use with another product or
    e) normal wear and tear or damage caused during shipping
2. This warranty does not cover EnviroSlat when used as garden edging or any ancillary products not sold by Futurewood used as part of the frame or support structure for CleverDeck, or EnviroSlat products, including, without limitation; any steel or aluminium galvanized or powder coated fence posts, screws and brackets.
3. Colour variation

HOW TO OBTAIN WARRANTY SERVICE:

1. To make a claim under this warranty you need to send the following information to Futurewood's address above:
    a) When you first became aware of the problem with the product what steps you have taken to correct the issue, a photograph of the product clearly showing the defect, rot damage and/or termite damage
    b) documentary evidence of proof of purchase from Futurewood or an authorised dealer and your full contact details
2. After receiving the correct documents from you, Futurewood will contact you to organise for one of Futurewood's authorised representatives to inspect the product and advise on the warranty claim.
3. For valid warranty claims, Futurewood will at its option:
    a) Repair or replace the affected product
    b) Exchange the affected product for a refund of your purchase price

LIMITATIONS:

Except as provided in this warranty and to the extent permitted by law Futurewood will not be liable for; direct, special, incidental or consequential damage (such as loss of time, loss of use of the product, loss of profits or earnings or inconvenience) arising from a breach of this warranty.

Futurewood will not be responsible for the costs associated with removal/disposal of defective products, costs associated with installing replacement products, freight or ancillary charges that relate to returning or receiving products.

You may have non-excludable rights (such as statutory rights referred to above) to claim compensation or other remedies outside this warranty, but any claim based on those rights should be separately pursued. The description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

GENERAL:

No Futurewood reseller, agent or employee is authorised to make modifications, extensions or additions to this warranty. If any provision is held to be unenforceable, the remaining provisions will not be affected.

This warranty is governed by and construed under the laws of Australia.