



## Condition of Supply/Guarantee

### Important information

Jagram garden products are committed to innovative product development and manufacture. Our products are manufactured to the highest standards. Advanced treatment process with permanent wood preservative provides complete protection against rot and insect attack for up to 10 years. Please notice that 10 years guarantee applies only to products which has no contact with the ground. Otherwise durability of the wood is lower.

All of the timber in the Jagram products will be checked for quality before despatch and is pressure treated to the highest specification prior to delivery. As wood is a natural product we cannot accept any responsibility for timber shrinkage, cracking or warping after the building has been delivered. In all but extreme cases timber will return to its original size. Please note also that timber is a natural living material and as such is subject to movement, shrinkage and colour change (weathering). It is not uncommon for small splits to occur (called shakes) when timber dries out too rapidly. When the humidity rises the timber will normally move back accordingly. We therefore do not accept shakes and movement as a legitimate cause for complaint. During the process of impregnation Wood acquires green colour. This colour will fade over time to a straw yellow colour.

### Buildings

Jagram garden buildings are warranted free from defect or faulty installation for 3 years from the date of delivery, provided always that it was erected and installed by our professional install team.

Please notice that slated roof protects only against sun and intermittent rain. It is not fully waterproof. Shingle roof gives you waterproof warranty. Placing the building on a concrete pad or slab base is acceptable provided that the building is not allowed to sit in pooled water during wet conditions. For your safety you mustn't start an open fire inside of the building. Any intervention in the Jagram buildings' structures threaten to void your warranty.

### Base Preparation

The life of a building depends upon it's foundations. It is vitally important that your base is firm, level, square and large enough to accommodate the building you have ordered. Ideally, your garden building should be installed on a flat concrete slab which is unlikely to sink or break up. A thickness of 50 to 100 mm is required, depending upon the size and type of building that you have ordered. As an alternative, concrete paving slabs or decking bases may be laid but they should still be level, unlikely to sink at any point and completely cover the area of base required. If you have any doubts concerning the base seek advice from a local builder. To ensure there is sufficient air circulation under the floor of the product.

## General

It is the responsibility of the customer to secure their building to the base once erected. If sections are required to go through buildings it is also your responsibility to ensure that no damage can come to your fixtures and fittings (e.g. dirty footprints on carpets or broken light fittings). The same principle applies to your garden, we cannot accept responsibility for muddy patches on your lawn for example. Our team of installers should not be hindered by work being undertaken by other services, nor should they be asked to do work on the building other than they deliver and erect it (unless by prior arrangement).