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Retail Customer Guarantee

This guarantee statement applies to all materials sold or supplied by Tiglin Garden Products to any retail customer in the Republic of Ireland and to all fitting or other related installation work carried out by or on behalf of Tiglin Garden Products in the employ of any retail customer within the Republic of Ireland. This guarantee does not cover or apply to any alteration or subsequent work carried out on or in connection with any product or building supplied by Tiglin Garden Products. The specifics of the guarantee as they relate to each product category are outlined below:

Timber Sheds & Buildings:

Tiglin guarantees that all materials used in our timber sheds and buildings will be of sufficient standard for the intended purpose. With respect to pressure treated, or tanillized, timber sheds, this guarantee affirms that all such pressure treated timber will be sufficiently treated with Tanillith E or an equivalent timber treatment material and that such treatment will protect and preserve the timber against the effects of weather for a period not less than 7 years. After this time, it will be the responsibility of the end user to re-treat the timber adequately to protect it against the effect of weather throughout its lifespan.

For white or non-pressure treated sheds and buildings, Tiglin guarantees to supply external treatment, such as paint, that will protect the timber against the effects of weather for a period not less than one year. After this time, it will be the responsibility of the end user to re-treat the timber adequately to protect it against the effect of weather throughout its lifespan.

With respect to manufacture, Tiglin guarantees the construction and assembly of all timber sheds and buildings for a period not less than three years. Within the first 12 (twelve) months, this guarantee affirms that any defect or deterioration which is deemed to be due to manufacture or assembly of the shed will be repaired by Tiglin within 10 (ten) days of receipt of written notice. Within the subsequent 24 (twenty four) months, this guarantee affirms that any defect or deterioration which is deemed to be due to manufacture or assembly of the shed will be repaired by Tiglin within 30 (thirty) days of receipt of written notice. The cost of any such repair work will be met entirely by Tiglin Garden Products.

This guarantee does not cover loss or damage of any timber shed or building due to misuse by the end user. Any attempt to modify or alter the structure of the shed or building after its initial installation by Tiglin will immediately nullify this guarantee. Tiglin can and will repair sheds and buildings so damaged, but the cost of such repair will be met by the customer.

Tiglin sheds and timber buildings are not covered against storm damage or damage due to insuitability of the site chosen for installation. Choice of site and its preparation is the sole responsibility of the customer. Tiglin can offer advice on such choice and preparation, but accepts no responsibility thereto.

Concrete Sheds & Buildings:

Tiglin guarantees that all component materials of any of our concrete buildings will be of sufficient standard for the intended purpose. All concrete components of any Tiglin concrete building are manufactured in house by Tiglin Garden Products and are guaranteed to meet all relevant BS and EN standards for pre-cast concrete products. Such standards apply to the quality of the concrete used in all pre-cast products as well as to the nature and location within the product of all steel reinforcing bars or mesh products. Tiglin guarantees these concrete products will be free of defect or other problems relating to manufacture for a period not less than 10 (ten) years after installation. All roofing materials, doors, windows or other sundry materials supplied, but not manufactured by Tiglin, are deemed to be covered by their respective manufacturer guarantees. Within the first 12 (twelve) months, Tiglin guarantees to arrange for a repair/replace service with respect to these components within 10 (ten) days of receipt of written notice of fault. Subsequent to this period, Tiglin guarantees to arrange for a repair/replace service within 30 (thirty) days of receipt of written notice of fault. All electrical and plumbing where, where necessary, will be carried out by fully qualified and accredited sub-contractors in the employ of Tiglin Garden Products and is hereby guaranteed by Tiglin Garden Products Ltd.

Tiglin guarantees all installation work carried out with relation to our concrete buildings for a period not less than 10 (years). This guarantee relates to all work carried out by Tiglin, including, but not limited to, the following:

Base:

Tiglin guarantees that any concrete base supplied by Tiglin will be of sufficient strength and quality to support and sustain the structure of the building erected thereon by Tiglin. Such a base will be level, no less than 4 inches thick at any point and of sufficient dimension to accommodate the building to be erected thereon. Tiglin will provide sufficient damp proofing within the base to prevent dampness rising within the building at any time during the first 10 (ten) years.

Walls:

The walls of all our concrete buildings are comprised of our pre-cast concrete panels. Tiglin guarantees that these panels will be arranged and joined to one another in such a way as to provide sufficient structure and strength to the building. Sufficient sealant materials will be used to prevent moisture or weather from entering the building through the walls. This weather seal is guaranteed for a period not less than 10 (ten) years.

Roof:

Tiglin guarantees the construction and composition of the roof of any of our concrete buildings for a period not less than the stated duration of the guarantee.

For all of the above, the following duration applies. Within the first 12 (twelve) months, Tiglin guarantees to arrange for a repair service with respect to these components within 10 (ten) days of receipt of written notice of fault. Subsequent to this period, Tiglin guarantees to arrange for a repair service within 30 (thirty) days of receipt of written notice of fault.

Concrete & Timber Fencing:

Tiglin hereby affirms that all timber and concrete fencing materials manufactured in house by Tiglin Garden Products and are guaranteed to meet all relevant BS and EN standards.

Timber fencing panels are, unless otherwise stated at time of sale, constructed using pressure treated, or tanillized, timber and are guaranteed to withstand the effects of weathering for a period not less than 3 (three) years.

All concrete fencing products are guaranteed to remain free of defect or deterioration for a period not less than 10 (ten) years after installation. All concrete products have been fully crush and fail tested. Concrete used in all our fencing products is guaranteed to be a minimum of 40N strength after 7 days from pour. Each concrete fencing post contains 4 x 5.5mm steel rebar and 1 x 8mm steel rebar structural reinforcement with plastic spacers used to ensure proper cover and placement of the reinforcement within the concrete posts. Plain concrete gravel boards contain 3 x 5.5mm steel reinforcement. Double sided gravel boards contain 1 x sheet of 4mm galvanised and welded steel mesh reinforcement.

With regard to installation, Tiglin Guarantees that all preparatory and support work for all our fencing products will be sufficient to support the erected fence/wall for a period not less than ten (10) years. The precise nature and composition of this support work will be determined by Tiglin at time of installation and will vary depending on the location of the fence and pre-existing conditions. Factors that will be taken into account when determining the nature of the support system of each fence include, but are not limited to: the nature of the soil onto which the fence will be erected, the height of the fence after construction and the nature and layout of the site. Each pier hole will be excavated to a sufficient depth to provide adequate anchorage to support the fence. Posts will be secured in place with high strength concrete to ensure stability. The precise depth and dimensions of these pier holes will be determined by Tiglin Garden Products at the time of installation.

This guarantee applies to materials and products supplied and fitted by Tiglin Garden Products on a direct retail sale basis. Wholesale supply and fitting is not covered by this document, nor can any such inference be claimed.

This guarantee is not deemed to affect any statutory legal rights of the customer. E&OE.