



## Introduction

Ryno Ltd (company number 09623250) ('Ryno') provides this warranty to its customer ('Customer') for the goods described below ('Goods'). This warranty sets out the terms and conditions applicable to the Goods supplied.

## Warranty Scope

Ryno warrants that the Goods will be free from material defects for a period of 5 years from the date of delivery.

## Duration

5 years from the Delivery Date

## Stain Resistance/Special Features

- Please refer to the install guide for construction of the substructure. The use of other sub-bases including existing wetpour surfacing will affect warranty conditions.
- **UV stability:** Please refer to the UV Discolouration Disclaimer. The use of aromatic polyurethane binders may affect the finished colour of EPDM granules (Chalk Natural, Shell Natural, Ash Natural, Yellow Bright, Turquoise Bright and Aqua Bright are more susceptible to colour change). Any discolouration is temporary and will disappear with time.
- **Shrinkage:** the substructure surfaces should be primed to aid adhesion. However, wetpour surfaces are flexible and environmental changes such as temperature and humidity can cause the surface to contract and expand over time, eventually causing some shrinkage. Perimeter gaps of over 5mm will be covered, gaps less than 5mm will be deemed as an expected limitation of the product.
- **Edging:** Ryno recommend the use of BP Boundary Profile. Due to the physical characteristics of wetpour and the effects of extreme environmental factors on the product, no other edge detail can be fully guaranteed.
- Black EPDM is a recycled rubber product that contains carbon, so there may be a small risk that susceptible materials coming into contact with the surface will be stained. Areas installed with Black EPDM that are exposed to sustained high temperatures for prolonged periods will have greater absorbency and heat retention properties than lighter colours. Therefore, Black EPDM is not recommended for areas predominantly used by babies and toddlers where skin contact during crawling/ sitting may be affected by surface temperature. Ryno recommend using coloured, virgin EPDM where possible.

## Maintenance Requirements

- In order to maintain the porosity of the product, it is strongly recommended that the surface is kept clear of debris. Please refer to the O&M manual for detailed information. Damage to the surface caused by high point loading, vandalism or abnormal uses, forces of nature and fair wear and tear are not covered.



### Making a Claim

If a defect arises, the Customer must notify Ryno in writing to sales@rynosystems.com, providing relevant information to assess the claim.

### Remedies

Ryno will (at its option) replace the defective Goods or refund the purchase price (excluding removal/installation costs), as per the refund rates below.

### Refund/Replacement Table

<b>Where the Goods are installed on a building other than a residential dwelling</b>	
Date on which Ryno first receives written notice of the Warranty Claim <i>(Periods calculated from the Delivery Date)</i>	Portion of the original ex-works purchase price to be refunded
0-2 years	100%
2-4 years	60%
4-5 years	30%
>5 years	0%

<b>Where the Goods are installed on a residential dwelling</b>	
Date on which Ryno first receives written notice of the Warranty Claim <i>(Periods calculated from the Delivery Date)</i>	Portion of the original ex-works purchase price to be refunded
0-2 years	100%
2-4 years	60%
4-5 years	30%
>5 years	10%

### Exclusions / Limitations

This warranty does not cover improper installation, damage caused by force majeure events, colour variations, normal wear and tear, or indirect damages (e.g., loss of profits).

### Limitation of Liability

Ryno shall not be liable for any indirect, consequential, or economic loss, including lost profits or business interruption.

### General / Legal Clauses

This warranty is governed by the law of England and Wales. Only the Customer may enforce this warranty. No variation of this warranty is valid unless agreed in writing by Ryno.

### Definitions

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For the purposes of this Warranty, the following terms shall have the meanings set out below:

- **Ryno** - means Ryno Ltd (company number 09623250), the supplier of the Goods.
- **Customer** - means the person or entity that has purchased the Goods from Ryno.
- **Goods** - means the products supplied by Ryno to the Customer and described in this Warranty.
- **Delivery Date** - means the date on which the Goods are delivered to the Customer.
- **Defect** - means a material fault in the Goods that arises from defective materials or workmanship, as determined by Ryno in accordance with this Warranty.
- **Residential Dwelling** - means any building or part of a building that is used or intended to be used for residential purposes.
- **Warranty Claim** - means a claim made by the Customer under this Warranty in respect of a Defect in the Goods.
- **Ex-Works Price** - means the price paid by the Customer to Ryno for the Goods, excluding any costs for delivery, installation or other services.
- **Resisted Substances** - (for surface products with stain resistance) means food and beverage items and naturally occurring mould and mildew, as described in this Warranty.
- **Force Majeure Event** - means any event outside of Ryno's reasonable control, including but not limited to natural disasters, severe weather, acts of war or terrorism, and strikes.