

# Tuffbox BikeShed 10 Year Limited Warranty

## Warranty Information

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We can offer a 10-year anti-perforation warranty on all our Tuffbox BikeSheds, as they are designed and manufactured in the UK from galvanised sheet metal, not plastic. The metal, along with the powder coated finish, gives the BikeShed weather protection and anti-perforation longevity when subject to correct maintenance and care. To ensure your BikeShed meets the warranty criteria, please follow the guidance below.

### 1. Care and Maintenance of BikeShed

- Your BikeShed should be cleaned fully with soapy water at least twice a year.
- Hinges need to be kept lubricated with a suitable oil such as silicon lubricant. We would recommend lubrication once a year.
- If you live near high-salt areas, such as coastal regions, we recommend washing down your BikeShed with soap water once a month. Salt can accelerate corrosion.
- If your BikeShed sustains any knocks, bumps or scratches to the paintwork, exposing the material, you need to 'touch up' the paint work with a suitable exterior and weatherproof paint. Otherwise rusting will occur rapidly.
- Twice a year check all sealed areas for corrosion of the sealant. If degradation of the sealant has occurred, remove the worn areas and reseal with a suitable all-purpose sealant to maintain waterproofing and prevent water ingress.

### 2. Preventing condensation, corrosion and heat damage

- All care has been taken to allow for air circulation inside the BikeShed, however condensation can easily build up if you do not wipe down or dry down items before storing inside.
- Do not install the BikeShed directly up against a wall, or between two tight fitting walls. This will dramatically reduce air flow inside, which helps reduce moisture build up.
- During winter months, keep snow from damaging your BikeShed by:
  - Brushing off snow that has formed on top of the roof
  - Clearing snow from 30cm/1-foot ring around the base of the BikeShed. This will help prevent melting snow to ingress into the BikeShed's ventilation gaps and base joins.
- Due to metal being a heat conductor and retainer, we recommend you install the BikeShed in a shaded area where possible. This will reduce the impact direct sunlight will have on the unit, and prevent the items inside becoming hot.

## 12 Month Lock Warranty

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- Locks are covered by a 12-month manufacturer's warranty.
- Locks should be kept free of dirt and debris. We recommend keeping locks lubricated with WD-40 lock cylinder spray once a week.
- Locks should be checked for use every month to make sure they have not seized.
- In the event of a fault with the lock, please contact us so we can assist further.

## Warranty exclusions

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- Failure to take care of your BikeShed, locks and handles as per the guidance, will invalidate your warranty.
- In the unfortunate attempt that your BikeShed is subject to any type of break in the warranty does not cover damage to the locks or BikeShed itself. However, we can manufacture replacement panels or locks at your cost.
- Warranty claims due to neglect, miss-use or failure to keep adequate maintenance of the BikeShed and Locks will not be approved.
- Warranty claims due to rusting, corrosion or damage caused by third party accessories will not be approved.
- Warranty claims following the use of a bleaching or corrosive cleaner to clean the BikeShed will not be approved.
- If corrosion has occurred due to condensation build up your warranty will be invalidated. Condensation occurs when you store damp or wet items in the BikeShed without proper drying down.

Tuffboxes is not held responsible for any damage to your belongings or property due to condensation or corrosions.

## Replacement Panels or Parts

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- In the unlikely event that part of your BikeShed develops a fault, please email the team [info@tuffboxes.co.uk](mailto:info@tuffboxes.co.uk) with a description, your purchase date/information and some photographs. The team will endeavour to help assist you.
- If a fault or damage has occurred due to neglect or misuse, parts will be supplied at cost to the customer and will be priced at current retail costs, including a delivery fee.
- If a fault occurs due to a manufacturing issue, we will replace the part or panel free of charge with no delivery charge or fees. We will not replace an entire BikeShed for one panel fault. We will supply a replacement panel that can be retrofitted.

## Other information

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- **What do we mean by anti-perforation?** Perforation is caused by corrosion of the metalwork, which can lead to a tear/hole forming in the panels making them vulnerable to weather and theft.
- For returns information visit our Returns page - <http://www.tuffboxes.co.uk/refunds-returns/>
- For further FAQs please visit our Tuffbox FAQ page - <http://www.tuffboxes.co.uk/faqs/>
- For any questions regarding the warranty, please email the team at [info@tuffboxes.co.uk](mailto:info@tuffboxes.co.uk)