

Contact Details
Name:
Email:
Phone:
Warranty Code:
Date completing this form:

My Deck Composite Pty Ltd

Warranty Claim Questionnaire

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Eligibility & Basic Criteria

1. Date you purchased the composite decking:
 2. Is the decking installed at your primary residence or another location? If other, please describe the use of that property.
 3. How many people live in the property where the decking is installed?
 4. Did you purchase and arrange installation yourself, or did someone else manage that process?
 - ☐ I purchased and installed
 - ☐ I purchased and someone else installed
 - ☐ I inherited or bought the property with the deck already installed
 - ☐ Other (please explain):
-

Installation & usage:

5. Who installed the product?
 - ☐ Myself
 - ☐ Licensed builder/carpenter. Details:
 - ☐ My Deck Composite approved installer. Details:
 - ☐ Other (please specify):

6. Is there visible airflow beneath the deck, or any vents/perforations to allow ventilation?

- ☐ Yes
- ☐ No
- ☐ Not sure

If yes, please describe the under-deck clearance or ventilation.

Physical Integrity – Structural Defects

7. Have you noticed any splitting, cracking, or splintering? If yes, when did it begin and how has it changed over time?

8. Are there any visible signs of insect activity, fungus, or damp rot around or beneath the deck?

9. Has the deck ever been flooded or exposed to standing water? If yes, for how long and what caused it?

Fade Resistance

10. How would you describe the deck's colour now compared to when it was installed?

11. Is the deck fully shaded, partially shaded, or fully exposed to sun throughout the day?

- ☐ Fully shaded
- ☐ Partially shaded
- ☐ Fully exposed

Optional: Attach a recent photo of the deck to the questionnaire when submitting the claim.

12. Have any sections of the deck changed colour differently than others? If so, which ones?

13. Has the colour change/fade been professionally tested? If so, please attach report when submitting the claim.

Stain Resistance:

14. When did the spill or stain occur (approximate date)?

15. How long after the spill occurred did you first attempt to clean it?

- ☐ Within a few hours
- ☐ Within 1–3 days
- ☐ Within 4–7 days
- ☐ After more than a week
- ☐ Have not attempted cleaning

16. What cleaning method did you use on the affected area? Please describe in detail.

17. Have you had the area professionally cleaned? If yes, please provide the date and the name of the company.



18. Have you ever needed to scrub or spot clean specific stains? Please describe what happened and how it was cleaned.

19. What cleaning products have you used on the deck? Please list brand names or active ingredients if known.

Installation & Handling:

20. Can you describe how the product was stored before installation? (e.g. location, packaging, duration).

21. Was there any cutting, sealing, or trimming done during installation? If yes, describe how and by whom.

22. How close is the deck to natural ground?

- ☐ Less than 150mm
 - ☐ 150mm – 400mm
 - ☐ 400mm – 1 metre
 - ☐ Over 1 metre
 - ☐ Not sure
-

Usage & Environmental Conditions

23. What types of furniture or items are used regularly on the deck? Are any of these moved often?

24. Have you ever used a BBQ, fire pit, or heat source on or near the deck? If so, how often and how close?

25. Have any paints, sealants, or coatings been applied to the surface since installation? If so, please specify the product and purpose.

26. Have you noticed any ground movement, water pooling, or structural shifting under the deck?

- ☐ Yes
- ☐ No

If yes, please describe.



27.What kind of weather/environmental exposure does the deck experience (e.g., shade, humidity, coastal air)?

28.Have you used the deck for any events, commercial setups, or public gatherings?

29.Have there been any renovations, landscaping changes, or construction around or under the deck since installation?

30.What type of fasteners or fixings were used during installation? Have any become loose or corroded?

31.Have you ever made changes, repairs, or upgrades to the decking?

Once completed, please submit this questionnaire with any attachments to info@mydeck.com.au