

Australian Panels warrants to Customers that the Product conforms to the specifications for High Performance MDF and will be free from manufacturing defects for a period of seven years from the date of delivery.

'High Performance MDF' is defined in *AS/NZS 1859.2:2017 Reconstituted wood-based panels - Specifications* and is a class of MDF designed to perform in humid environments, or where there is occasional risk of the MDF getting wet.

## CONDITIONS OF WARRANTY

### 1. What is not covered under this Warranty

Damage caused directly or indirectly by:

- failure to follow the installation instructions included in the *Easycraft Installation Guide – Wall and Ceilings* available on the Easycraft website or failure to adhere to the *Australian Construction Code - ACC Vol.1 & Vol. 2 - Building Code of Australia*;
- any act of God, any natural occurrence, third party act or omission or other circumstances beyond the control of Australian Panels;
- direct or prolonged exposure to water. All excess moisture must be removed promptly, including any water inside the wall cavity;
- a failure of the Coating applied to the Product, or failure to apply and maintain the Coating in accordance with the recommendations and requirements of the Coating manufacturer.

- 4.4 **"Coating"** means paint or other coating manufactured by a third party that must be applied to the Product as part of the installation.
- 4.5 **"Customers"** means purchasers of the Product from Australian Panels or purchasers of the Product from authorised re-sellers of the Product.
- 4.6 **"Product"** means Easycraft EasyULTRA medium density fibreboard panels, manufactured by Australian Panels to High Performance specifications.
- 4.7 **"Warranty Period"** means seven years from the date of delivery and does not recommence if a Claim is made.

### 2. Claims

Customers can make a Claim, by writing to Australian Panels at the Claim Address.

The Claim must be lodged within 30 days of any defect arising and be accompanied by:

- satisfactory proof of purchase;
- Customer name, address, phone and email;
- Amount paid for the Product;
- A description of the relevant defect; and
- If the Product has been installed, the installers' business name, proof of purchase including sales order numbers and date of purchase.

If a Claim is verified, Australian Panels will at its election, repair or provide a replacement product to the Customer.

### 3. Important Australian Consumer Law notice

The obligations of Australian Panels under this Warranty are limited to those set out in this document. However, this Warranty is in addition to your rights and remedies under laws relating to the Products. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 4. Definitions

- 4.1 **"Australian Panels"** means Borg Manufacturing Pty Ltd ACN 003 246 357.
- 4.2 **"Claim"** means a claim under this Warranty.
- 4.3 **"Claim Address"** means sales@australianpanels.com.au, 2 Wella Way, Somersby NSW 2250.