

Carter Holt Harvey COLOURpyne 7 Year Warranty

This warranty is provided by Carter Holt Harvey Pinepanels Pty Limited ACN 107 211 567 (CHHPP). Enquiries in relation to this warranty should be directed to CHH COLOURpyne Warranty at The Zenith Centre, Tower B, Level 2, 821 Pacific Hwy, Chatswood, NSW 2067, Australia or by phone on 1300 658 828 or email PanelsCSCSydney@au.chh.com.

Your statutory guarantees and rights

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.

The Carter Holt Harvey COLOURpyne 7 Year Warranty is given in addition to other rights and remedies that you may have under law in relation to the goods and services to which this warranty relates, including under the Australian Consumer Law and similar state and territory laws.

COLOURpyne 7 Year Warranty

Subject to the conditions and limitations below, CHHPP warrants that all COLOURpyne products will be free from defects, such as irregularities in surface appearance which result directly from the manufacture or supply by CHHPP, for 7 years from the initial purchase date, regardless of whether a replacement has been provided during this period.

This warranty applies only to COLOURpyne products purchased from CHHPP after 1 January 2014 for indoor use, in Australia, which have been installed, used, maintained and protected in accordance with CHHPP recommendations (refer www.chhpinepanels.com.au/colourpyne), and remain in the location in which they were first installed. This warranty does not cover any other product used or installed in connection with the COLOURpyne product.

This warranty does not cover defects caused by:

- use of the COLOURpyne in a manner other than the use for which it was specifically designed;
- installation or repair work that is not in accordance with CHHPP recommendations;
- failure to maintain and protect COLOURpyne in accordance with CHHPP recommendations;
- accident, misuse or abuse;
- exposure to high levels of heat, for example installation adjacent to an oven;
- exposure to high moisture or impact, for example installation as an exterior wall lining, in internal wet areas in regular contact with water or for benchtops in kitchens and bathrooms;
- abrasive particle type cream cleansers, or abrasive cleaning cloths such as wire wool scourer pads, copper cleaner pads or sandpaper;
- normal wear and tear;
- colour fading, discolouration or variation in gloss levels due to direct and indirect light or use of cleaning products not in accordance with CHHPP recommendations;
- use as a work surface, such as a kitchen benchtop;
- outdoor use including weather protected applications, for example covered outdoor entertaining areas.

This warranty is not transferable or assignable.

Making a claim under this warranty

To make a claim under this warranty, you must within 7 days of becoming aware of the defect and at your own cost provide:

- 1) written notice to CHHPP of your intention to claim under the warranty; and
- 2) evidence of the date of purchase or supply of the COLOURpyne product that is claimed to be defective (e.g. receipt, tax invoice); and
- 3) reason for claim, date of installation and installer contact details.

Written notice must be sent to CHH COLOURpyne Warranty, The Zenith Centre, Tower B, Level 2, 821 Pacific Hwy, Chatswood, NSW 2067, Australia, or by email to PanelsCSCSydney@au.chh.com, subject "Colourpyne Warranty".

CHHPP will contact you to discuss the claim and may request additional information and/or arrange for an inspection if required. CHHPP will then notify you as to whether your claim is covered under the warranty. If your claim is approved, CHHPP will at its option either repair or replace any COLOURpyne product without charge if it is found to be defective as a direct result of its manufacture or supply. If a replacement product of the same shape, type or colour as the original CHHPP COLOURpyne product covered by this warranty is not reasonably available, CHHPP reserves the right to provide a replacement product from its available range that is as close as is reasonably possible to the product's shape, type and colour.