

Warranty

PANELS (Solid Timber)

The prefinished and preassembled acoustic linear batten system.



PANELS (Solid Timber) by New Age Architectural (t.a. 'Screenwood') 5 Year Limited Warranty

1. Subject to the conditions and limitations set out in this warranty below: New Age Architectural Pty Ltd t/as Screenwood ABN 86 115 003 471 (we/us/our) warrants to the original purchaser of any PANELS (Solid Timber) for interior residential or commercial use who is a "consumer" as defined in section 3 of the Australian Consumer Law (you/your) that we will at our option, repair or replace any PANELS (Solid Timber) without charge if it is defective directly as a result of its manufacture or supply by us or the materials used in its manufacture are defective. This warranty only applies during the first 5 years after purchase (proof of purchase will be required). Subject to paragraph 6, this warranty terminates at the expiry of 5 years from the date of purchase from us.

2. This warranty does not cover any defect caused by:

- a) Any natural occurrence, or any other act or circumstance beyond our reasonable control; or
- b) Failure to follow our recommended procedures at the time of installation (please refer to our Installation Guide for installation of PANELS (Solid Timber)); or
- c) Damage caused during installation, Panel saws or table saws may be used to cut PANELS (Solid Timber). Routers for trimming edges must have a smooth, clean base plate, so that the surface will not be scratched. Use carbide-tipped bits with ball bearing guide rolls. Keep all bits sharp. Drilling into PANELS (Solid Timber) may be done with standard wood bits or with router bits. For a final edge finishing use a flat smooth or fine file; or
- d) Damage caused after installation; or
- e) Failure to follow our cleaning and maintenance recommendations (please refer to our Cleaning and Maintenance Guide for PANELS (Solid Timber)); or
- f) General fading, bleaching, or discolouration or damage due to direct and indirect light (exposure to direct sunlight should be avoided), irregularities in the timber, as well as cupping, bending or bowing of the timber over time; or
- g) The product being used in applications that are not recommended by us; or
- h) Faulty workmanship by any person except us; or
- i) Variations in colour, pattern, shade of material compared to samples, display/s and/or printed illustrations.

This warranty also does not cover:

- j) Where the defect is trivial or insubstantial; or
- k) Where, at the date of notification of the defect to us, the design, type or colour of the product no longer forms part of our standard stock range and you do not agree to the supply of a replacement product which is as close a design, type or colour match as reasonably possible from our then prevailing stock range; or
- l) Where the defect has been disclosed as a feature or limitation of the PANELS (Solid Timber) in any literature published by us; or
- m) Outdoor applications; or
- n) Any other product used or installed in connection with PANELS (Solid Timber).

3. This Warranty applies only to PANELS (Solid Timber):

- a) Purchased from us after 1st November 2020 for interior residential or commercial use in Australia;
- b) That have remained installed at the location at which they were first installed after sale by us;
- c) Which have been installed, maintained, used and protected in the manner recommended by us, at the time of installation, maintenance, use or protection, in accordance with our literature published from time to time concerning the PANELS (Solid Timber), copies of which may be obtained, free of charge, at the point of purchase or by writing directly to us at the address given below;

d) Where we have been notified in writing of the defect within 7 days of the first person to become aware of it.

4. Our shapes types and colours of PANELS (Solid Timber) change periodically. Therefore replacement products in the same shape, type or colour as originally purchased may not be available from us. If a replacement product of the same shape, type or colour is not reasonably available, we reserve the right to provide a replacement product of as close a shape, type and colour match as is reasonably possible from our then prevailing product range in satisfaction of our obligations under this warranty.

5. Please note that the benefits given by this warranty are in addition to other rights and remedies of consumers under a law in relation to the goods or services to which this warranty relates. This warranty should not therefore be read as an exclusive statement of your rights or of any other person.

6. 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.

7. Except as expressly provided in the Australian Consumer Law, any other applicable legislation which cannot be excluded, and in this warranty, all other terms, conditions, warranties, undertakings, inducements and representations, whether express or implied, statutory or otherwise relating in any way to PANELS (Solid Timber) are excluded. Without limiting the generality of the preceding sentence, we will not be liable in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of the PANELS (Solid Timber).

8. How to claim under this warranty:

- a) Written notice of defects needs to be provided to our contact details below.
- b) Please provide a detailed description of how the PANELS (Solid Timber) product is defective, the date you first became aware of the defect, and provide photographs of the defect.

9. You are responsible for bearing all expenses in relation to making a claim under this indemnity, including:

- a) returning any uninstalled PANELS (Solid Timber) to us. Any defective PANELS (Solid Timber) that have already been installed should be left in place and made available for our inspection if required; and
- b) the cost of removing installed defective PANELS (Solid Timber) and installing the replacements we provide.

10. This warranty is not transferable or assignable.

11. All enquiries and claims under this warranty should be sent to PANELS (Solid Timber) Warranties, Screenwood, PO Box 2783, Taren Point, NSW, 2229 or emailing info@screenwood.com.au. Enquiries can also be made by calling (02) 9521 7200. Please provide description of how PANELS (Solid Timber) is defective and when you found out that it was defective. Attach photographs of the defect(s).

