

Laminex®

Limited Product Warranty

Definitions

1. **"Laminex"** – Laminex Group Pty Limited ABN 98 004 093 092 trading as The Laminex Group.
2. **"Residential"** – Any product application installed in a residential setting, including but not limited to houses, townhouses or multi-residential apartments.
3. **"Commercial"** – Any product application installed in a non-residential premises e.g. high traffic areas such as, but not limited to, an office, restaurant, bar, religious buildings, educational, healthcare, private business or retail outlet.
4. **"Warranty Term"** – Commences on the earlier of the date of delivery or payment in full until the end of the Warranty Term for the relevant Laminex product stated in the table to the right.

Subject to the terms and conditions outlined in this document: (1) Laminex warrants to the original purchaser of Laminex Product (stated in the table to the right) used for residential or commercial use, the product(s) will, under normal use be free from manufacturing defects during the Warranty Term; and (2) where a manufacturing defect arises, Laminex will, at its discretion, repair or replace the Laminex product without charge if it is defective directly as a result of manufacture by Laminex.

Warranty Term	Laminex Product	
7 Years	180fx AbsoluteMatte AbsoluteGrain Alfresco Compact Laminate Aquapanel Clipwall Chemical Resistant Surfaces Compact Decorative Screens CrystalGloss DiamondGloss Decorwood FormWrap Doors and Panels Fusion Surfaces Fusion Wet Area Panelling Impressions Textured Surfaces Innovations Lamiwood	Lamiwood MR Metaline Partitioning Systems Structural MR Redback Laminates Silk Finish Impressions Spark finish Squareform Structural MR Structural MR E0 Timber Veneers (DTV) Timber Veneers (FDTV) Timber Veneers (FNTV) Timber Veneer Laminates & Panels Vertiboard MR Vertiboard Wall Panel Solutions
	10 Years	ColourTech Doors and Panels Compact Laminate (Multipurpose, XR Grade, Laboratory Grade) Freestyle Curve Solid Surfaces Partitioning, Seating & Locker Systems
12 Years	Contour Doors	
15 Years	Freestyle Solid Surfaces	

Terms & Conditions

1. What is not covered:

- a. Failure to follow any procedures recommended for fabrication and installation by Laminex in the applicable product Technical Data Sheet (TDS), at www.laminex.com.au;
- b. Any natural occurrence, third party act or omission or other circumstances beyond Laminex's control;
- c. Inappropriate transport and handling prior to installation;
- d. Faulty installation; not following correct procedures as outlined in the TDS;
- e. Physical abuse, misuse or accidents involving:
 - i. exposure to excessive heat; placing hot pans, pots or similar hot objects directly on the surface of the product, including damage consisting of cracks in and scorching of the product;
 - ii. unauthorised modification/application;
 - iii. exposure to excessive moisture, including damage from steam;
- iv. the use of solvents or inappropriate cleaning products/materials;
- v. exposure to chemical products and acidic or corrosive materials;
- f. Improper maintenance including failure to:
 - i. Follow procedures/recommendation set out in the manufacturers Care and Maintenance Guides found at www.laminex.com.au;
 - ii. Clean as recommended, or using inappropriate household cleaning products;
- g. Normal 'wear and tear':
 - i. Scratches, scuffs, burns, stains, wipe marks;
 - ii. General fading or discolouration due to direct or indirect light exposure;
- h. Variation in colour, pattern or shade of material against sample material, displays and/or printed illustrations.

In addition, this warranty does not cover:

- i. Any defect which can be seen as trivial or insubstantial;
- j. This warranty only relates to that part or parts of the Laminex product affected by the manufacturing defect. Laminex will endeavour to repair to the same standard or replace with the same or substantially similar product and colour. Laminex is not obliged to repair or replace any other product(s);
- k. Where the defect has been disclosed as a feature or limitation of the Laminex product in any literature published by Laminex;
- l. Where the claimant is unable to provide proof of purchase or equivalent documentation from an authorised retailer of the Laminex product(s);
- m. Outdoor Application, unless explicitly specified in published product-specific Laminex TDS for the relevant product.

2. This warranty only applies to Laminex Products expressly stated in this document that:

- a. Are purchased on or after May 8th, 2017;
- b. Has remained installed at the location it was first installed;
- c. Has been installed, maintained, used and protected in the manner recommended by Laminex, found at www.laminex.com.au (alternatively a copy of literature containing these recommendations can be ordered by writing directly to Laminex at the address below);
- d. Laminex has received notification of any manufacturing defect within 7 days of the first person to become aware of it; and
- e. The claim is made within the applicable Warranty Term.

3. Cost of Claiming:

- a. Laminex will bear the expense of reasonable labour charges which are necessary for the repair or replacement of the defective Laminex product;
- b. The person claiming the warranty will bear all other expenses of claiming this warranty.

4. Validity:

- a. A claim may only be made against this warranty after Laminex has received payment in full for its product(s). A claim may only be made during the applicable Warranty Term and the Warranty Term does not restart if a claim is submitted; the original warranty commencement date applies.

5. Limitations:

- a. If you are a consumer as defined under the Australian

Consumer Law (ACL) the Laminex Products come with guarantees that cannot be excluded under the ACL. 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. This warranty is in addition to your rights under the ACL.

- b. To the extent permitted by law, without limiting your consumer rights under the ACL, Laminex expressly limits its liability under this warranty and under any other statutory guarantee imposed at law to, at its option:
 - i. the replacement or repair of the defective product(s)
 - ii. the supply of an equivalent product; or
 - iii. the payment of the cost of the defective product, or of repairing the defective product, or of acquiring an equivalent product.
- c. To the extent permitted by law, Laminex expressly excludes all conditions, warranties and undertakings in relation to the Laminex products, whether expressed or implied, including any implied warranty of merchantability or suitability for a particular purpose and not withstanding any course of dealing between the parties or custom and usage in the trade to the contrary, except as set out in this document.

6. Enquiries

- a. Any enquiries regarding this warranty should be sent to Laminex Warranties, Laminex, P.O. Box 407, Doncaster, VIC 3108. Inquiries can also be made by calling 132 136 or emailing enquiries@laminex.com.au.

7. Information required for Claims:

- Your name, address and phone number;
- Place where the Laminex Product was purchased and amount you paid for it. Please also provide a copy of your proof of purchase;
- If the Laminex Product has been installed, the installers' business name, proof of purchase including sales order numbers and dates of purchase;
- Colour and style of products installed;
- The address where Laminex products have been installed, and the date of installation, the name of the person and company that installed it;
- Description of how the product is defective. Please also accompany this form with photographs of any defects found in product;
- The value of the labour charges necessary for the repair or replacement of the Laminex Product (including any quotes you have obtained verifying the labour charges.

Return this original warranty form to Laminex Warranties, The Laminex Group, P.O box 407, Doncaster VIC, 3108 to ensure your warranty is registered. Remember to retain your proof of purchase.

Name: _____

Phone Number _____

Place where Laminex Product was purchased: _____

Address where Laminex Product is installed: _____

Date installed: _____

Installed by: _____

Date: _____

Signed: _____

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 Start creating your design journey at LaminexDesignHub.com.au

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 132 136

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