

Warranty Certificate

This warranty applies to the sale of **Sentrel Timber Products** to a consumer as defined by the Australian Consumer Law. We warrant that our Goods shall come with a 7 year warranty from the date of delivery of the Goods to you.

The warranty covers that the Goods will be free of defects arising from faulty workmanship or materials.

The parties acknowledge and agree that this Warranty is limited to one of the following options, to be chosen at Our discretion:

- The repair or cost of repair of the Goods
- The replacement or cost of replacement of the same Goods
- The supply or cost of supply of equivalent Goods
- The refund of the original invoice value paid for the Goods.

You acknowledge and agree that Sentrel reserves the right to replace Goods of more recent or modern design than the original Goods supplied.

You acknowledge and agree that, unless any applicable legislation, regulation or code prescribes otherwise, any repair, replacement or resupply of Goods under this Warranty does not extend or restart the Warranty Terms outlined above.

To the full extent permitted by law, this Warranty does not cover:

- Defects caused by damage during transport, unless transported by Us
- Defects caused by misuse, abuse, accident or neglect by You
- Fair wear and tear of Goods
- Any part of the Goods that have been treated with a varnish, lacquer or any product that seals the timber
- Your failure to install, care, store and/or maintain the Goods in accordance with our Instructions*
- The installation—or cost of installation—of replacement Goods supplied under this Warranty
- Any abnormal stress imposed on the Goods due to coastal conditions, salt spray, corrosive chemicals, acid rain, extreme heat and/or humidity, excessive vibration or movements of buildings or foundations, or other location-related factors
- The cost of transport for Goods to or from Us
- Natural variations in the colour, texture and grain pattern of timber
- Any other matter that We may advise You of from time to time

* For this Warranty to apply: (a) All Goods must be installed in accordance with relevant Australian Standards and standard building practices; and (b) You must follow our installation instructions applicable to the Goods supplied; and (c) The timber must be treated with a suitable Timber Preserver (eg. Cutek), and you must be able to show Us that it has been applied according to the manufacturers instructions.

CLAIMS PROCEDURE AND NOTIFICATIONS

- Claims made under this warranty must be made within 30 days of the defect arising. You must notify Us in writing with a written description of the defect, photographs, and an assurance that the Goods have not been damaged, incorrectly assembled, installed or operated, negligently treated or misused
- Following receipt of your notice, we will contact you and arrange for the Goods to be inspected and determine the Claim in a timely manner
- You acknowledge and agree to bear all costs and expenses associated with making any Claim under this Warranty
- For the purposes of determining any Claim, You acknowledge and agree that We retain the right, in Our sole discretion, to reasonably determine whether You have followed the Australian Standards, Our Instructions and any other instructions provided for the Goods which are the subject of the Claim
- This Warranty shall be governed and interpreted according to the laws of the State of New South Wales.