

Congratulations on your new purchase of a decorative panel product ('**Decorative Product**') from ForestOne! With your new Decorative Product comes the peace of mind of this Installed Limited Product Warranty offered to you by ForestOne.

### 1 Product and Warranty Period

Decorative Product	Warranty Period
Egger (including Eurodekor Panels, Laminate, Compact Laminate, Flammex and Worktops)	7 years
Egger - GreenTec Flooring (installed for Residential Use)	25 years
Egger - GreenTec Flooring (installed for Commercial Use)	5 years
Meganite (sheets and basins)	10 years
DesignerPly – powder coating finish <i>(please note that this warranty only applies in respect of the powder coating finish component of this product)</i>	7 years
DesignerOSB – powder coating finish <i>(please note that this warranty only applies in respect of the powder coating finish component of this product)</i>	7 years
Tricoya (installed above ground)	50 years
Tricoya (installed below ground / in-ground)	25 years
Antegra Sinks	75 years

### 2 Definitions

**Claim Form** means the form required to be used by the owners to make a claim under this warranty as prescribed by ForestOne from time to time.

**Commercial Use** means any application of the Decorative Product installed in a non-residential setting, including but not limited to offices, restaurants, bars, retail outlets, public spaces and private businesses.

**Decorative Product** means the decorative panel product listed in Column 1 of the Product Table which you have purchased from ForestOne or an authorised reseller of ForestOne.

**ForestOne** means Forest One Australia Pty Ltd ABN 35 004 051 003 of 601 Victoria St, Abbotsford, VIC.

**Product Table** means the table set out in clause 1 of this warranty.

**Residential Use** means any application of the Decorative Product installed in a residential setting, including houses, townhouses or apartments/multi-level residential developments.

**Warranty Period** means the period specified in Column 2 of the Product Table set out in the same row as the Decorative Product and which will commence from the date of completion of installation.

### 3 Warranty

This warranty applies to the initial owner ('**owner**') of the Decorative Product permanently installed for Residential Use or Commercial Use in Australia.

This warranty cannot be assigned or transferred.

Subject to the terms and conditions outlined in this document, ForestOne warrants to the owner that the installed Decorative Product will, under normal use be free of manufacturing defects during the Warranty Period and ForestOne will, at its discretion repair or replace the Decorative Product without charge if a manufacturing defect covered by this warranty arises.

This warranty only applies to Decorative Products purchased from ForestOne and installed for Residential Use or Commercial Use on or after 1<sup>st</sup> July 2023 and which remain installed at the location that installation first occurred.

If the owner is a Consumer (as defined under the Australian Consumer Law), the benefits under this warranty are given in addition to the other rights and remedies of the Consumer under the Australian Consumer Law.

### 4 What is not covered by this warranty

Without limitation, this warranty **DOES NOT COVER**:

- (a) damage or defects caused by any act of God, any natural occurrence, third party act or omission or any other circumstance beyond both parties control;
- (b) damage or defects unrelated to the quality of the Decorative Product and beyond ForestOne's control, such as fire or flood damage;
- (c) damage or defects caused by any failure to follow any procedures recommended by the manufacturer of the Decorative Product and/or ForestOne for transportation, storage, handling, fabrication, maintenance and installation of the Decorative Product prior to and during installation;
- (d) damage or defects caused or contributed to by faulty fabrication and/or installation and/or failure to comply with correct procedures and specifications for fabrication and/or installation as published by the manufacturer and/or ForestOne;

- (e) failure of any adhesive, caulk or other consumable or accessory used in the installation of the Decorative Product, or failure of any caulked or filled joint or seams;
- (f) any defects or flaws in appearance caused or contributed to by or during installation, fabrication or workmanship;
- (g) Decorative Product which has been installed other than by a certified fabricator and/or installer;
- (h) Damage or defects caused or contributed to by physical abuse, misuse or accidents involving:
  - (i) exposure to excessive heat or excessive variations in temperature; placing hot pans or other hot objects directly on the surface of the Decorative Product; cracks or scorching of the product caused by excessive or direct exposure to heat;
  - (ii) the use of solvents or inappropriate cleaning products, materials; exposure to harsh chemical products;
- (i) damage caused or contributed to by the intentional or negligent actions of the owner or any other person;
- (j) damage where the Decorative Product has been installed in environments or used in applications other than those recommended in material published by the manufacturer and/or ForestOne. **(Example:** outdoor application is not recommended for certain Decorative Products and is excluded under this warranty unless the Decorative Product is expressly intended for such use). Note that whilst Egger Compact Laminate is warranted to perform in Alfresco applications provided it is undercover and not exposed to direct weather it is NOT covered for any claim relating to discolouration or fading in this specific application;
- (k) damage from severe environments, temperature extremes, frost, wind borne salt or abrasives which cause flaking, damage to finish and reduction in expected operating life;
- (l) warping or other physical damage such as chipping, broken areas, cracking, fracturing occurring after 12 months from installation;
- (m) damage or defects caused or contributed to by improper maintenance including failure to:
  - (i) follow procedures/recommendations set out in any care and maintenance guide or instructions in any literature published or distributed by the manufacturer or ForestOne;
  - (ii) clean as recommended using appropriate products;
- (n) normal 'wear and tear' including:
  - (i) scratches, scuffs, burns, stains and marks; and
  - (ii) general fading or discolouration (**NOTE:** exposure to direct sunlight or light sources should be avoided);
- (o) variation in colour, pattern or shade of the Decorative Product against any sample material provided, displays and/or printed illustrations or change of mind. (**NOTE:** samples which you may be provided with prior to purchase are only representative and slight variations in the colour and tone of the background are to be expected and are not a defect and are not covered by this warranty);

- (p) any defect which ForestOne considers trivial or insubstantial; and
- (q) anything that has been disclosed as a feature or limitation of the Decorative Product in any literature published or distributed by the manufacturer or ForestOne.

## 5 Claims

### 5.1 Claims

Claims under this warranty will only be accepted:

- (a) if, upon becoming aware of the defect, the owner ceases to use the Decorative Product and notifies ForestOne of the defect within 7 days (**NOTE:** If you notify ForestOne outside of the 7 days, a claim under this warranty may be declined if the damage or defect has been aggravated as a result of the delay); and
- (b) the claim is made within 12 months of the date of installation for warping to the Decorative Product, or other physical damage such as chipping, broken areas, cracking or fracturing; or
- (c) the claim is made during the Warranty Period for all other claims.

The Warranty Period does not restart if a claim is submitted. The original commencement date of the Warranty Period (being the date of installation of the Decorative Product) continues to apply including in respect of any replaced Decorative Product

### 5.2 Information for claims

All claims must be made using the attached Claim Form. The format of the Claim Form may be changed by ForestOne. The Claim Form can be found at [www.forest.one](http://www.forest.one).

All claims must be accompanied by the following information:

- (a) the owner's name, address and phone number;
- (b) the colour and style of the Decorative Product;
- (c) if the owner has not registered this warranty with ForestOne, the original sales receipt or other documentation acceptable to ForestOne which demonstrates proof of purchase of the Decorative Product from ForestOne;
- (d) the address where the Decorative Product has been installed, the date of installation and the name of the person and company that installed it; and
- (e) a description of the defect. (**NOTE:** Please also include photographs of any defects where possible.)



### 5.3 Assessment

Once a claim has been lodged with ForestOne, ForestOne will assess the claim and respond within 20 business days.

### 5.4 Costs

ForestOne will bear the expense of reasonable labour charges which are necessary for the repair or replacement of the defective Decorative Product. The person claiming under this warranty will bear all other costs.

## 6 Limitations

If the owner is a Consumer (as defined under the Australian Consumer Law), the Decorative Product comes 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 Decorative Product repaired or replaced if the Decorative Product fails to be of acceptable quality and the failure does not amount to a major failure.

No authorised reseller, dealer, salesperson, certified fabricator or installer is authorised to make any representation, promise or warranty on behalf of ForestOne or the manufacturer in respect of the Decorative Product. No agreement nor understanding, oral or written, in any way purporting to vary or modify this warranty will be binding on ForestOne unless made in writing by an authorised employee of ForestOne.

To the extent permitted by law, without limiting the owner's consumer rights under the Australian Consumer Law (if any), ForestOne expressly limits its liability under this warranty and under any other statutory guarantee imposed at law to, at its option:

- (a) the replacement or repair of the defective Decorative Product;
- (b) the supply of an equivalent product; or
- (c) the payment of the cost of the defective Decorative Product, or of repairing the defective Decorative Product or of acquiring an equivalent product.

To the extent permitted by law, ForestOne expressly excludes all conditions, warranties and undertakings in relation to the Decorative Products, whether express or implied, including any implied warranty of merchantability or suitability for a particular purpose and notwithstanding any course of dealing between the parties or custom and usage in the trade to the contrary, except as set out in this document.

You acknowledge that an exact match to replace the Decorative Product, which is the subject of a claim under this warranty, may not be available. If ForestOne is required to replace the Decorative Product the subject of a claim under this warranty, ForestOne reserves the right to replace the Decorative Product with a reasonable substitute or equivalent product which is as similar as reasonably possible to the Decorative Product.

### 7 Registration and Enquiries

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To register for this warranty, please go to [www.forest.one](http://www.forest.one) and complete the online form. Although registration is not a requirement to make a claim under this warranty, the completed registration form will assist ForestOne to verify proof of purchase as required when making a claim.

All enquiries relating to this warranty should be sent to:

ForestOne Warranties  
601 Victoria St  
Abbotsford  
VIC, 3067

or emailed to [warranty@forest.one](mailto:warranty@forest.one).

Enquiries can also be made by calling 61-3-9647-9911.

### Installed Limited Product Warranty – CLAIM FORM

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#### Important Information

<b>Owner's Name:</b>	
<b>Address:</b>	
<b>Phone Number:</b>	
<b>Email Address:</b>	
<b>Decorative Product Colour and Style:</b>	
<b>Warranty Already Registered? Y/N</b>	
<b>Proof of Purchase:</b>	
<b>Address where Product has been Installed:</b>	
<b>Date of Installation:</b>	
<b>Name of Installer (including Company name):</b>	
<b>Describe the Defect (include photographs):</b>	