



POLIWOOD LIMITED WARRANTY

Please read and understand this warranty information prior to purchasing or installing any Poliwood Products.

Warranty is issued by

Build Wholesale Group ABN:71 626 550 043
15 Whitfield Blvd, Cranbourne West, Victoria 3934
Email: info@poliwood.com.au

Build Wholesale Group Pty Ltd gives the warranty set out in this document in relation to its Poliwood products. All references in this Limited Warranty to Poliwood, the entity, are references to Build Wholesale Group. Correspondence and claims regarding the warranty set out in this document must be sent in writing to Build Wholesale Group Pty Ltd at the postal or email address set out above, in accordance with the Claims Procedure below.

Claim Procedure:

In order to proceed with a Warranty claim the Purchaser must send to Build Wholesale Group, at the address above, in no event later than thirty (30) days after any discovery of a possible non- conforming nature of or other failure of the Poliwood product, the following:

- A copy of this Warranty Document;
- Proof of original Purchase*;
- Photos or other supporting evidence of the defective Poliwood product.

*Original Proof of Purchase must adhere to the following conditions:

- Must be from an authorized Poliwood product dealer
- Must show:
 - o Date of the original purchase
 - o That enough Poliwood product has been purchased to cover the number of linear metres claimed to be damaged.

Upon discovering a possible defect of any Poliwood product, Purchaser shall, at the Purchaser's sole expense, make temporary repairs or cordon off the area in order to fully protect all property and persons that could be affected.

Upon written request, the Purchaser must allow a Poliwood representative to enter the Purchaser's property to inspect the alleged non-conforming product. The Purchaser is not authorized to make any permanent repairs or remove any of the Poliwood products prior to Poliwood having completed its claim investigation and, should the Purchaser violate these requirements, such violations shall serve to invalidate and terminate the Limited Warranty. No Poliwood products shall be returned to Poliwood unless directed by Poliwood, in writing, to do so. Any removal or disposal of defective Poliwood products shall be at the Purchaser's sole cost and expense.

Pro-Rated Warranty Schedule:

RESIDENTIAL

RECOVERY	25 Yr Residential
100%	0–4 years
80%	4–9 years
60%	10–14 years

40%	15–17 years
20%	18-20 years
10%	20–25 years

COMMERCIAL

RECOVERY	10 Yr Commercial
100%	0–3 years
80%	3 years
60%	4 years
40%	5 years
20%	6 years
10%	7-10 years

The Limited Warranty

Build Wholesale Group warrants to the “original purchaser” of the Poliwood products noted below will remain free from material manufacturing defects and will not:

- splinter;
- delaminate;
- rot;
- will not suffer termite damage and fungal decay.

in the following conditions:

- (i) under normal and proper service conditions,
- (ii) when installed according to the Poliwood Installation Guidelines*
- (iii) when used and maintained in an above-ground application;

within the following periods after the original purchase date (“Warranty Periods”), provided that the original purchaser maintains ownership of the real property upon which the Poliwood product was installed.

Poliwood Product	Warranty Period – Residential	Warranty Period - Commercial
Poliwood Composite Decking	25 years	10 years
Poliwood 5mm Plastic Fixings Clip	15 years	10 years
Poliwood 1mm Metal Fixing Clip	20 years	10 years
Poliwood Metal Starter Clip	20 years	10 years
Poliwood Metal Finishing Clip	20 years	10 years

*Poliwood Installation Guidelines are available from your Poliwood retailer, your installer or from the official Australian website www.Poliwood.com.au or by writing to Build Wholesale Group at the address stated above.

In the event of a failure of the above described Poliwood products within the applicable Warranty Period, when properly installed, used and maintained in the manner

required, the nonconforming item will be replaced in the manner set forth in the Claim Procedure section below, and in relation to the Pro-rated Warranty Schedule.

General Conditions, Exclusions and Limitations

This warranty does not cover damages attributable to:

- Improper installation of Poliwood products;
- Failure to abide by written instructions by an authorized representative of the product – eg an authorized reseller, or Build Wholesale Group;
- Failure to comply with any applicable laws or building codes, including but limited to improper structural support, fastening, ventilation or gapping;
- Use of Poliwood products beyond normal use or in an application not recommended or permitted by Poliwood’s written instructions;
- Movement, distortion, collapse or settling of the ground or the supporting structure upon which Poliwood Products are installed;
- Defects in, or failure arising from decking or wall structure resulting from water caused by improper installation, workmanship, maintenance or repair;
- Any Act of God, including but not limited to, flooding, hurricane, tornado, cyclone, wind, earthquake, lightning, hail etc
- Discoloration, fading, spotting or staining from or caused, in whole or in part, by mould, mildew, other fungal growth, organic materials, metallic oxides or particles (including but not limited to rust or corrosion of any fasteners), direct, other atmospheric or environmental pollutants, foreign substances such as grease or oil, chemicals (including those found in cleaners), or normal weathering (defined by natural efflorescence, exposure to sunlight, weather and atmospheric conditions which causes any coloured surface to gradually fade, flake, chalk, or accumulate direct or stains);
- Casualty, fire or exposure to heat sources such as cooking devices or retro-reflective surfaces;
- The application of paints, stains, surface treatments or other chemical substances including but not limited to clearers or pesticides;
- Fading, flaking or other deterioration of any paints, stains or other coatings placed on the Poliwood Products;
- Climate change, environmental conditions, static electricity or any cause beyond the control of Poliwood;
- Improper handling, maintenance, storage, abuse or neglect of Poliwood products by the Purchaser or any other party;
- Ordinary wear and tear;
- Intentional or unintentional misuse of the Poliwood product, whether foreseeable or unforeseeable;
- The failure of the Purchaser to properly and/ or timely maintain or repair the Poliwood product;
- Impact from objects;
- Any fasteners not supplied or approved by Poliwood;
- Direct or indirect contact with the Poliwood products of extreme heat sources (over 120 degrees Celsius)
- Expenses incurred in claiming under the Warranty.
- Failure to install, care for and maintain Poliwood products in accordance with the Poliwood written instructions;
- Use of abrasive compounds of acidic or basic pH, strong solvents, oil based paints or stains, metallic rust, concrete or masonry products, air or water borne minerals and other abnormal residential deck use items will damage the Poliwood products and voids all warranties in their entirety.
- Direct or indirect contact with the Poliwood products of extreme heat sources (over 120 degrees Celsius)

- Damaging, gouging, scraping or puncturing the surface of the Poliwood products In addition,
- No Warranty is given with respect to variations or changes in colour or embossing patterns of Poliwood products;
- Build Wholesale Group shall not be responsible for labour costs and expenses incurred with respect to the replacement of any defective Poliwood products.
- Painting or applying other coating materials voids all warranties

The Purchaser and / or Purchaser's contractor or representative is solely responsible for determining the suitability of any Poliwood products for Purchaser's property and for the installation and use of any Poliwood products. Purchaser / Purchaser 's contractor or representative shall be solely responsible for determining whether the Poliwood product meets the requirements of any applicable building or safety code or similar regulation relating to Purchaser's property. Purchaser acknowledges that Build Wholesale Group does not provide architectural or engineering services. No implied warranty or representation is made as to the suitability of the Poliwood Products for, or actual performance, capabilities or operation of the Poliwood Products at, Purchaser's property or under the conditions of Purchaser's use.

It is the sole responsibility of the Purchaser and / or Purchaser's to ensure the product is fit for purpose and understand structural standard before installing any Poliwood products. Information given on www.poliwood.com.au is a guide only. Test result data shown on www.poliwood.com.au should be the only method to understand the structural capabilities of the product.

Who is Covered by this Limited Warranty

This warranty is given to the original purchaser, residential or commercial as the case may be, of the Poliwood products noted below. For the purpose of the Limited Warranty, the "original purchaser" means the individual or individuals who were the owners of the real property upon which Poliwood product was installed.

A "residential purchaser" refers to an individual homeowner(s) using the property for private use in a residential / homeowner area; and a "commercial purchaser" refers to any purchaser other than a residential purchaser.

Stain and Fade Limited Warranty

Stain Resistance: Build Wholesale Group warrants that the Poliwood Products named above are and will be from the date of residential consumer purchase for the term coverage stated above

resistant to permanent staining resulting from spills of food and beverage items that would typically be present on a residential deck, provided the Poliwood Products were installed, cared for and maintained in accordance with the Poliwood written instructions, the Poliwood Care and Maintenance found on www.Poliwood.com.au and the conditions stated in this Warranty.

Fade Resistance: Build Wholesale Group warrants that the Poliwood Products named above are and will be from the date of residential consumer purchase for the term coverage stated above, resistant to colour change from light and weathering exposure as measured by colour change in excess of 10 Delta E (Hunter) units provided that the Poliwood Products were installed, cared for and maintained in accordance with the Poliwood written instructions, the Poliwood Care and Maintenance found on www.poliwood.com.au and the conditions stated in this Warranty.

Exclusions from / Voiding Stain and Fade Warranty Coverage: Build Wholesale Group does not warrant its Poliwood products to be stain or fade proof, all Poliwood products will fade at a rate and will never stay the same colour as when originally purchased/installed. When installed, cared for and maintained properly in the residential exterior deck environment, Poliwood products provide stain and fade resistance. However, no material is stain or fade proof, especially but not only when stains result from spilled or otherwise substances that are not properly cleaned or when the materials are exposed to years of UV Exposure and the elements.

Without limitation on any other provision of this Limited Warranty, Poliwood does not warrant for stain resistance resulting from spilled or otherwise applied substances that are not properly cleaned with soap and water or mild household cleaning products immediately.

Stain and Fade warranty is subject to the same General Conditions, Exclusions and Limitations as above.

The Claims Process for Stain and Fade warranty claims is as per the above.

The Pro Rated Limited Warranty Schedule above applies to Stain and Fade Warranty claims.

The benefits provided to the consumer by the warranty are in addition to other rights and remedies available to the consumer under the law.

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.