



This warranty is provided by TufRight. ABN: 95 616 907 101

Phone: (03) 9357 7525

Address: 31A Production Drive, Campbellfield, VIC 3061

Email: info@tufright.com.au

Warranty duration:

15 Year Limited Residential Warranty

7 Year Limited Commercial Warranty

Statutory Rights:

The benefits conferred by this warranty are in addition to any other rights and remedies available to you under the applicable laws in your jurisdiction which we cannot exclude or limit, such as the guarantees to Australian consumers under the Australian Consumer Law. Other than as permitted by law, this warranty in no way limits or restricts such rights or remedies. For Australian consumers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

What the warranty covers:

TufRight warrants its decking products against rot, warps, splits, termite damage and material defects when installed and used normally in accordance with TufRight's fixings and care and maintenance guide for a period of 15 years for domestic installations and 7 years for commercial installations from the date of original purchase.

This warranty is given to either:

- The original purchaser; or
- The owner(s) of the property at the time of installation.

What the warranty does not cover:

- This warranty does not cover any damage, decomposition, deterioration or malfunction caused by: accidents, misuse, acid or alkali contact, fire, natural disasters such as flooding, earthquakes, cyclones and lightning or external causes (except rot and termite damage)
- General wear and tear, fading, heavy scratching and damage from heavy objects.
- poor installation of the product or failure to follow TufRight's installation guidelines
- use outside TufRight's fixing and care and cleaning guidelines
- unauthorised product modification
- use with another product including fixings/fasteners
- environmental conditions such as normal expected exposure to natural elements, air

- pollution or staining from non-food foreign substances such as dirt, grease, oil, etc
- movement, distortion, collapse or settling of the ground or the supporting structure on which the products are installed
 - improper handling, maintenance, storage, abuse or neglect of the products by purchaser, the transferee or third parties
 - normal wear and tear or damage and/or
 - colour variations

How to get Warranty Service:

TufRight reserves the right to replace defective parts of the product with parts and components of similar quality, grade and composition where an identical part or component is not available.

1. In order to make a claim under this warranty the following information must be send to info@tufright.com.au

a) When you are first aware of the problem with the product were there any steps that you have taken to correct the issue, send us a photograph of the product clearly showing the defect, rot damage and/or termite damage and send us your proof of purchase and your full contact details

2. After receiving the correct documents from you, TufRight will contact you to organise for one of TufRight's authorised representatives to inspect the product and advise on the warranty claim.

3. For valid warranty claims, TufRight will either:

a) Repair or replace the affected product

b) Exchange the affected product for a refund of your purchase price in which case the returned product becomes TufRight's property.

Limitations:

Except as provided in this warranty and to the extent permitted by law TufRight will not be liable for; direct, special, incidental or consequential damage (such as loss of time, loss of use of the product, loss of profits or earnings or inconvenience) arising from a breach of this warranty. TufRight will not be responsible for the costs associated with removal/disposal of defective products, costs associated with installing replacement products, freight or ancillary charges that relate to returning or receiving products. You may have non-excludable rights (such as statutory rights referred to above) to claim compensation or other remedies outside this warranty, but any claim based on those rights should be separately pursued. The description contained here including the implied warranty of merchantability and fitness for a particular purpose.

General:

No TufRight reseller, agent or employee is authorized to make modifications, extensions or additions to this warranty. If any provision is held to be unenforceable, the remaining provisions will not be affected. This warranty is governed by and construed under the laws of Australia

Schedule of Warranty Residential:

Years after purchase date	Percentage of claim
0 – 5 years	100%
5 – 7 years	80%
7 – 10 years	50%
10 – 12 years	40%
12 – 14 years	20%
14 – 15 years	10%
15 + years	0%

Schedule of WarrantyCommercial:

Years after purchase date	Percentage of claim
0 – 2 years	100%
2 – 4 years	70%
4 – 5 years	40%

5 – 6 years	20%
6 – 7 years	10%
7 + years	0%