

EGR Products - Limited Warranty Terms & Conditions Australia and New Zealand and North America

Definitions

EGR - Oakmoore Pty Ltd trading as EGR

Domestic - Any application installed in a residential dwelling.

Commercial - Any application installed in a non residential premises e.g. - high traffic area such as, but not limited to an office, restaurant, bar, religious buildings, educational, private business or retail outlet.

Warranty - The products supplied to you will, under normal use be free from defects arising from manufacture of the product. Subject to clause 1, the warranty period for the products supplied by **EGR** is set out in the table below. The warranty applies to original purchase only and is not transferable.

*** Definitions:**

StyleLite Panels - StyleLite sheet laminated to substrate at EGR's manufacturing plant only.

Product	Warranty Term
StyleLite Panels / StyleLite Sheet	10 years - domestic usage 5 years - caravan/RV usage 3 years - commercial usage

StyleLite decorative panels are designed as appearance products and are intended for use as drawer faces, cabinet doors, ends and general joinery cladding. The products are not intended for use as structural or built-in elements. If the products are used in structural or built-in applications, EGR's warranty liability is limited to replacement material only.

1. **EGR only** - This Warranty applies only to products sold by **EGR** or any of its approved suppliers and that have been paid for in full for the product.
2. **What EGR will do** - in the event that a claim is made and is established to **EGR's** satisfaction that there is a manufacturing defect in the product in breach of the warranty, then **EGR** will, at its option, either repair the product at **EGR's** premises or on site (as elected by **EGR**) or provide replacement product (in a manner **EGR** considers reasonable).
3. **What the warranty does not cover** - This warranty does not extend to fair wear and tear, delamination or any damage, defects or failures within the product which (in **EGR's** opinion) directly or indirectly arise from or are due to, but are not limited to:
 - a. **Water damage** - including damage from steam, excessive moisture; or
 - b. **Heat damage** - 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; or

- c. **Heavy weight or impact** - Placing heavy objects on the product; applying substantial weight to the product, including by standing, sitting or lying on the product; or applying excessive impact to or mishandling the product, including the impact caused by objects scraped along, thrown or dropped on the product's surface; or
- d. **Acidic food products** - Exposing the product to acidic food products such as salt, vinegar, tea and citric fruit juice; or chemical damage - Exposing the product to acidic or corrosive materials, cosmetics and chemicals such as dyes, solvents, bleach, inks, acetone, denture cleaner and photo developing fluid; or
- e. **Using inappropriate household cleaning products** - DO NOT USE abrasive cream or powder cleansers, furniture polish/wax/powder; oven cleaner, drain cleaners, sugar soap or strongly alkaline or acidic cleaners; or
- f. **Failure to clean and maintain as recommended** - You must follow cleaning instructions set out in our *Installation and Specification Guide* found at www.stylelite.net; or
- g. **Lamination not done by EGR** - Where sheet delaminates from substrate where the lamination was performed by a third party not EGR
- h. **Structural or support changes** - Changes affecting the building or application where the product has been installed, causing twisting, warping, bowing, cupping or shrinkage of the Product, including movements caused by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structure on which the product is installed; or off-road useage i.e. caravans or recreational vans
- i. **Incorrect installation** - All **EGR** products must be installed meeting the Australian/New Zealand Domestic kitchen standards (AS/NZS 4386:2 1996); failure to install correctly, including; not following the recommended fabrication and installation instructions and use of the Product with inappropriate cabinetry or other structures; and extending to delamination, swelling and surface bubbling where you or your supplier have applied your own adhesive; or
- j. **Unauthorised modifications** - Any modifications or work to the Product by any person other than **EGR** approved suppliers; or
- k. **Inappropriate use** - Including use of the Product outdoors or in any way which creates excessive exposure to direct or reflected UV light or radiation from natural or artificial sources; or
- l. **Horizontal surface applications** - The product is designed for use in vertical surface applications only

- m. **Incorrect storage of sheet or board** – materials must be stored flat on a suitably flat surface away from heat, moisture and UV light.
- n. **Thermoforming / Bending** - Heat assisted forming / bending of the sheet must be performed in accordance with the StyleLite Install and Specifications Guide and is the sole responsibility of the fabricator to warrant the forming / bending.
- o. **Other specified causes** – Any other causes specified in the Product information as being excluded from this warranty

In addition, this warranty does not cover;

- p. **Colour and gloss variations** – Due to the batch manufacturing process for any one product there may be unavoidable minor colour and gloss variations within the product, including any replacement product.; or
- q. **Natural aging** - As with all natural and manufactured products, over time there may be some minor colour and / or gloss level change.
- r. **Imperfections** – Any visual imperfections or blemishes in the surface and edges of the product in excess of accepted industry standards, including pimples, dimples, dents, creases, cracks, cuts, marks, chips, scratches and surface irregularities which are not brought to your suppliers attention at the time you inspected the Product or at any other time before the product is cut or modified in any way

Further, **EGR** will not be liable for consequential loss or damage whatsoever and however arising out of or in connection with the supply, performance or removal of the Product, including (but not limited to) any indirect or consequential loss (including, without limitation, loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings) even if due to the negligence of **EGR** or any of its approved suppliers, employees or agents.

- 4. **Validity** – This warranty becomes valid only when **EGR** has been paid in full for all products used. Warranty is valid from the date of purchase in full, warranty period does not recommence if a warranty claim is made. In this case the original warranty commencement date remains and the warranty period is determined from this date.

- 5. **Limitations** – To the extent permissible by law, EGR's liability is limited to replacement of product, repairing the product or acquiring an equivalent product as determined by EGR.
- 6. **Statutory warranties** – Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.
- 7. **Inquiries** – Any inquiries into this warranty should be sent to:

EGR Warranty Department, 40 Machinery St, Darra
Brisbane, Queensland 4076, Australia

Or emailed to: info@stylelite.net,

Or by phone: 1800 347 347.

- 8. **Registration of purchase** – The attached registration of purchase is to be completed at the time of purchase and returned to EGR.

- 9. **Claims** – To claim your warranty please send the following to one of the contacts above:

- Your registration of purchase
- Your name, address and phone number
- The installers business name, proof of purchase including sales order numbers and dates of purchase
- The address where **EGR** products have been installed
- Colour and style of products installed
- Description of how the product is defective. Please also accompany this form with photographs of any defects
- All claims must be fully detailed and EGR or its agents have the right to view the items subject to the warranty claim prior to any claim being processed and a sample of the affected material may be required

Registration of purchase

Once your **EGR** Product is Installed please complete the following form and mail to the below address for registration of warranty period -

NAME

DATE OF INSTALLATION/PURCHASE

ADDRESS WHERE PRODUCT WAS INSTALLED

PHONE NUMBER

MOBILE

EMAIL ADDRESS

COLOUR OF PRODUCT

PRODUCT TYPE

ORIGINAL SALES ORDER NUMBER (SON)

NAME OF CABINETMAKER

To register your warranty, return this original warranty form to:

EGR Warranty Department, 40 Machinery St, Darra
Brisbane, Queensland 4076, Australia

Or email this form to: info@stylelite.net

Remember to retain proof of purchase or manufacturing sticker off the back of your **EGR** product.

Warranty Claim Form

NAME

DATE OF INSTALLATION/PURCHASE

ADDRESS WHERE PRODUCT WAS INSTALLED

PHONE NUMBER

MOBILE

EMAIL ADDRESS

COLOUR OF PRODUCT

PRODUCT TYPE

ORIGINAL SALES ORDER NUMBER (SON)

NAME OF CABINETMAKER or PLACE OF PURCHASE

ADDRESS OF CABINETMAKER or PLACE OF PURCHASE

AMOUNT PAID
\$

PROOF OF PURCHASE ATTACHED (REQUIRED) UPLOAD

YES NO

DESCRIPTION OF HOW THE PRODUCT IS DEFECTIVE

UPLOAD PHOTOGRAPHS CLICK HERE

NUMBER OF PHOTOGRAPHS ATTACHED

To register your warranty, return this original warranty claim form to:

EGR Warranty Department, 40 Machinery St, Darra
Brisbane, Queensland 4076, Australia

Or email this form to: info@stylelite.net

Remember to retain proof of purchase or manufacturing sticker off the back of your **EGR** product.

PLEASE NOTE: Lodgement of a claim does not automatically infer liability on EGR. EGR will treat each claim on a case by case basis.