Limited Warranty Terms & Conditions

Australia and New Zealand

October 2026

Definitions

EGR - Oakmoore Pty Ltd trading as EGR.
Residential - Installations in residential dwellings, as classified under the National Construction Code (NCC).
Commercial - Installations in non-residential buildings, as classified under the NCC.
Caravan / RV - Installations in caravans, recreational vehicles and other mobile dwellings used for travel or temporary accommodation.
Covered Outdoor Areas (Alfresco) - A fully covered and continuously shaded outdoor or semi-outdoor area that is protected from direct sunlight and environmental exposure.
Product - An EGR-supplied product listed in the warranty table below.
Use - Vertical, non-structural decorative applications, unless otherwise stated in EGR technical documentation.
Warranty Term - The applicable coverage period shown below.

PRODUCT	RESIDENTIAL	COMMERCIAL	CARAVAN/RV
StyleLite	7 yrs	3 yrs	3 yrs
Studio	7 yrs	3 yrs	3 yrs
TruNatur	7 yrs	3 yrs	3 yrs
StyleLex	7 yrs	3 yrs	NA
EGR Edgeband	12 months	12 months	12 months
Zenolite	7 yrs	7 yrs	7 yrs
Lustrolite	7 yrs	7 yrs	7 yrs

Applications of Warranty

This Warranty applies only to Products:

- Sold by EGR or an authorised supplier; and
- Purchased on or after 1st August 2026.

Proof of purchase from an authorised supplier is required for all claims.

Warranty Coverage

EGR warrants that the Products will be free from manufacturing defects under normal use for the applicable Warranty Term.

Available Remedies

If EGR accepts a claim and confirms a manufacturing defect, EGR or its authorised agent may, at its discretion:

- Repair the Product at a location determined by EGR;
- Replace it with an equivalent product; or
- Provide a monetary settlement towards material and labour costs.

Any monetary settlement will be calculated as follows:

- **Panels:** 100% of the original purchase price for claims made within two years of purchase, reducing by 10% for each subsequent year of the Warranty Term.
- **Edgebanding:** 100% of the original purchase price for claims made within the Warranty Term.

Exclusions

This Warranty covers manufacturing defects only. It does not cover failure, damage or deterioration caused by:

- Structural or load-bearing use;
- Horizontal use, including benchtops;
- Use outside the intended or approved application;
- Direct or prolonged sunlight exposure;
- Exposure to water or liquids beyond specified performance limits;
- Hot objects or radiant heat sources, including barbecues, ovens, toasters and heat lamps;
- Impact, excessive loads, misuse or improper handling;
- Normal wear and tear, including scratches, stains, burns, chips, dents and cuts;
- Contact with abrasives, chemicals or solvents;
- Failure to follow EGR's current cleaning, maintenance, fabrication or installation instructions;
- Failure to comply with applicable Australian or New Zealand Standards or accepted industry practices;
- Unauthorised modifications or alterations;
- Improper transport, storage or handling;
- Warping, bowing or distortion caused by environmental conditions, material movement, structural changes, water pressure or off-road use;
- Natural changes in colour, pattern or gloss over time;
- Variations between the Product and samples or replacement products;
- Manufacturing variations within accepted industry tolerances; or
- Events beyond EGR's control, including natural events, accidents, vandalism and misuse.

Consequential Loss

To the extent permitted by law, EGR excludes liability for indirect or consequential loss arising from the supply, performance or removal of the Product, including loss of profit, revenue, contracts or goodwill, and increased operating costs

Warranty Commencement

This Warranty takes effect once EGR has received full payment for the Product. The Warranty Term begins on the original purchase date. A repair, replacement, settlement or other remedy does not restart or extend the original Warranty Term.

Limitation of Liability

To the extent permitted by law, EGR's liability under this Warranty is limited, at its discretion, to repair, replacement, supply of an equivalent product, monetary settlement or refund. Nothing in this Warranty excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded.

Australian Consumer 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.

New Zealand Consumer Guarantees

For Products supplied to consumers in New Zealand, this Warranty is provided in addition to, and does not limit, rights and remedies available under the Consumer Guarantees Act 1993.

Making a Claim

Submit a claim through the EGR Warranty Portal and provide:
http://warranty.egrdecor.com.au/

- Your name, address and contact number;
- The installer's business name;
- Proof of purchase, including sales order numbers and purchase dates;
- The installation address;
- Product brand, colour and style;
- The installer's invoice;
- Evidence that the Product was supplied by EGR;
- An overview photo of the installation area; and
- Close-up photos clearly showing the alleged defect.

After submission, you will receive a claim registration number. EGR Customer Service will advise the next steps.

Important Notes

- Submitting a claim does not constitute acceptance of liability.
- Each claim is assessed individually.
- EGR reserves the right to determine the appropriate remedy under this Warranty.
- This Warranty applies only to the original end user and is non-transferable.
- Claims must be submitted within 30 days of the defect becoming apparent. Delayed submission may affect EGR's ability to assess the claim.

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1. EGR expressly disclaims any representations or warranties of any kind, whether express or implied, as to the accuracy, currency, completeness and/or the merchantability or fitness for a particular purpose of any information contained in or provided via this documentation and/or any service or product described or promoted in this document. 2. It is the customer's responsibility to thoroughly examine the product using a qualified person, to determine whether it is suitable for the application it was purchased for. 3. The receiver of our products is fully responsible to check and to take into account possible third party's patent rights, as well as the existing laws in the country of installation prior to installing our product. 4. No liability may be derived from these images or statements nor from our free technical advice. 5. EGR reserves the right to change, add or remove colours or product without notice. 6. EGR Decor and EGR are registered trademarks. 7. Images and colours should be used as a guide only. 8. Seven Year Limited Covered Outdoor Warranty: The EGR Decor warranties cover faulty materials for the periods specified on the relevant product warranty documents. The EGR Decor warranties commence from the date of sale by EGR, they are not transferable and are subject to the terms, conditions and exclusions contained within those warranties.

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