TruNatur

Limited Warranty Terms & Conditions

Polymer Veneer Woodgrain Indoor Panels
Australia & New Zealand

August 2024

Definitions

EGR - Oakmoore Pty Ltd trading as EGR.
Residential - Application installed in a residential dwelling.
Caravan / RV - Application installed in a mobile unit used for travel and temporary living, such as caravans and recreational vehicles (RVs).
Commercial - Applications installed in non-residential premises, such as offices, restaurants, bars, private businesses, or retail outlets.
Product – refers to the items supplied by EGR that are covered under this Warranty, specifically limited to those listed in the table below.
Warranty Term - refers to the duration of the warranty for each product as outlined in the table below.

PRODUCT	PRODUCT USAGE	WARRANTY TERM
TruNatur Panels and Sheet	Residential Usage	7 years
	Caravan/RV Usage	3 years
	Commercial Usage	3 years
TruNatur edgeband	All Usage	1 year

TruNatur is designed for indoor use and is suitable only for vertical and light-duty horizontal applications

The panels and sheets are intended for decorative use and are ideal for cabinet doors, drawer faces, end panels, shelving, and general joinery cladding.

These Products are not intended for outdoor or alfresco use and are unsuitable for structural elements, built-in applications, or high-impact and high-traffic horizontal surfaces.

Applications of Warranty

This Warranty applies only to:

a. Products sold by EGR or any of its approved suppliers and that have been paid for in full; and
b. Products purchased on or after 1st July 2024. Proof of purchase is required from the approved supplier for a valid warranty claim.

EGR Warranty

EGR warrants that the Products supplied will be free from manufacturing defects under normal use. This warranty is valid for the Warranty Term specified in the table above. It applies solely to the original purchaser and is not transferable.

What EGR will do

In the event that a claim is made under the terms of this Warranty, and it is established to EGR's satisfaction that there is a manufacturing defect in the Product in breach of the warranty, then EGR or its authorised agent may, at EGR's option:

a. either repair the Product at EGR's premises or on site (as elected by EGR); or
b. provide a replacement Product (in a manner EGR considers reasonable); or
c. For panels and sheets: 100% of original purchase price for the first two years after purchase, and then a reduced value of the original purchase price of 10% per year thereafter, where the claim is made during the warranty term.
d. For edgeband: 100% of the original purchase price, where the claim is made during the warranty term

What the warranty does not cover

This warranty does not cover any other product used or installed in connection with the Product.

This warranty does not extend to fair wear and tear, delamination, or any damage, defects, or failures within the Product, including (but not limited to) damage, defects or failures which (in EGR's opinion) directly or indirectly are due to:

a. Applications not recommended for use; or
b. Water damage; or
c. Heat damage; or
d. Heavy weight or impact; or
e. Normal "wear and tear" over the warranty period; or
f. Damage by chemical, acidic or corrosive materials; or
g. Faulty workmanship
h. Unauthorized modification/application; or,
i. Inappropriate transport, storage and handling, or
j. Bowing or deflections; or
k. Failure to inspect before any cutting or fabrication; or
l. Natural colour, pattern and gloss variations
m. Failure to follow any recommendations in the TruNatur Cleaning Guide found at www.trunatur.net; or
n. Failure to follow any recommendations in the TruNatur Fabrication and Installation Guide found at www.trunatur.net;or
o. Any other natural occurrences, acts of God, third part act or omissions, physical abuse, vandalism, misuse, accidents, or other incidents beyond EGR's control

Exclusion of Liability for Consequential Loss

To the extent permitted by law, 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.

Commencement of Warranty

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 Term does not recommence if a warranty claim is made. In this case the original warranty commencement date remains, and the Warranty Term is determined from this date.

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 or providing a refund in accordance with clause 3 of this document.

Statutory Warranties

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.

This Warranty is given in addition to the rights and remedies available under the Australian Consumer Law.

To make a Claim

For any enquiries or to make a claim under this Warranty, please contact our Customer Service team at:

EGR Decor, 45 Machinery St, Darra, Queensland 4076, Australia
Email: info@egrdecor.com
Phone: 1800 347 347

Warranty claims must include the following details:

a. Your name, address, and phone number
b. The installers business name, proof of purchase of product including sales order numbers and dates of purchase
c. The address where EGR products have been installed
d. Colour and style of products installed
e. Invoice from installer to homeowner
f. Description of how the product is defective. Please also provide photographs of any defects and photos of the immediate and overall environment.
g. 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.

Upon receipt of your warranty claim, Customer Service will contact you to discuss the next steps in processing your claim.

To make a valid warranty claim, you must give us notice of the defect as soon as practicable after you become aware of it, but in any case, by no later than the expiration of the Warranty Period.

Please note: Lodgement of a claim does not constitute acceptance of liability by EGR. EGR will treat each claim on a case by case basis.

Important Information

NOTE	DETAILS
Only for indoor use	Claims related to outdoor or alfresco use are not covered under the warranty.
Only for vertical applications	Claims related to structural or built-in applications are not covered under the warranty.
Only for light-duty horizontal applications	Claims related to horizontal application in constant wear situation such as benchtops, countertops, and tables are not covered under warranty.
Water damage	Claims related to excessive exposure to water are not covered under the warranty. This includes damage from excessive moisture, steam, or hot water.
Heat damage	Claims related to heat damage, including from direct or radiant heat, are not covered under the warranty. This includes damage caused by placing hot pans, pots, or similar objects directly on the Product's surface, such as cracking or scorching.
Heavy weight or impact	Claims related to heavy weight or impact are not covered under the warranty. This includes damage from placing heavy objects on the Product, applying substantial weight (such as standing, sitting, or lying on it), or from excessive impact or mishandling, including impacts from objects scraped along, thrown, or dropped on the Product's surface.
UV damage	Claims related to prolong direct or indirect UV light are not covered under the warranty.
Normal wear and tear	Claims related to normal wear and tear damages such as scratches, scuffs, stains, burns, chipping, dents, or cuts are not covered under warranty.
Damage by chemical, acidic or corrosive materials	Claims related to excessive exposure to chemicals, acids, or corrosive materials are not covered under the warranty. This includes excessive exposure to cosmetics, dyes, solvents, bleach, ink, acetone, acidic food products such as salt, vinegar, tea, and citrus juices, as well as inappropriate household cleaning products or other non-recommended products.
Faulty workmanship	Claims related to faulty workmanship are not covered under the warranty. All TruNatur products must be installed in accordance with the relevant Australian/New Zealand standards. This includes following the recommended fabrication and installation instructions. The warranty does not cover issues arising from improper fabrication or installation, use with inappropriate cabinetry or other structures, or delamination, swelling, and surface bubbling resulting from the application of your own adhesive.

NOTE	DETAILS
Inappropriate transport, storage and handling	Claims related to inappropriate transport, storage and handling are not covered under the warranty. All TruNatur products must be stored flat on a level surface, away from heat, moisture, and UV light. During transportation, they should be secured with four straps and supported by evenly spaced bearers of equal height, thickness, and material.
Bowing or deflection	Claims related to natural bowing of the organic material, structural changes, hydrostatic pressure, or off-road use (e.g., caravans or RVs) that cause twisting, warping, bowing, cupping, or shrinkage are not covered under warranty.
Failure to inspect before any cutting or fabrication	Claims related to failure to inspect the product before cutting or fabrication are not covered under the warranty. This includes any visual imperfections or blemishes on the surface and edges of the product, such as color mismatches, unacceptable deviations, transport damage, pimples, dimples, dents, creases, cracks, cuts, marks, chips, scratches, and other surface imperfections that were not reported to your supplier before using the product.
Natural colour, pattern and gloss variations	Claims related to natural color, pattern, and gloss variations are not covered under the warranty. This includes discrepancies compared to samples, materials, displays, or printed illustrations. Due to the batch manufacturing process, minor color and gloss variations may occur within the product and any replacement product.
Natural Aging	Claims related to natural ageing of the products are not covered under the warranty. This includes any variations with the colour or gloss within the Product including any replacement product, or any aging or fading of colour, shine or gloss level over time

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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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