

# IWOOD PANELS – 7 YEAR LIMITED WARRANTY AGAINST DEFECTS

**COMPANY: IWOOD PANELS PTY LTD**

**TERM: 7 YEAR LIMITED WARRANTY**

## 1. WARRANTY OVERVIEW

iWood Panels Pty Ltd warrants to the original purchaser of iWood Panels who is a “consumer” under the Australian Consumer Law that, subject to the conditions and limitations set out below, we will at our option repair or replace any iWood Panels free of charge if they are defective due to a manufacturing fault or the materials we supplied, for a period of seven (7) years from the date of purchase. Proof of purchase is required. This warranty expires automatically after seven years from the original purchase date.

## 2. EXCLUSIONS OF LIABILITY

**iWood Panels Pty Ltd will not be responsible for any defect that is caused or contributed to by:**

- a) Any natural event, accident, or circumstance beyond our reasonable control;
- b) Not following our recommended procedures for fabrication, installation, or maintenance (see our specification and care instructions);
- c) Misuse, abuse, vandalism, neglect, exposure to excessive heat or moisture, use of solvents or unsuitable cleaning products, chemical exposure, improper maintenance, normal wear and tear, scratches, scuffs, burns, stains, or marks;
- d) Exposure to direct or strong light (including sunlight) that causes fading or discolouration – direct sunlight must be avoided;
- e) Using the panels in applications we do not recommend;
- f) Faulty workmanship or installation by anyone other than iWood Panels Pty Ltd or our authorised representatives;
- g) Any act or omission by the purchaser or a third party.

## 3. NON-COVERED ITEMS

- Trivial or minor defects;
- Cases where the exact colour, pattern, or type is no longer in our standard range and you do not accept a reasonable close-match replacement;
- Natural wood features such as knots, grain variation, gum pockets, or mild surface indentations;
- Colour, pattern, or shade variations of up to 10% between different batches;
- Bowing that may occur with single-sided (G1S) panels;
- Any outdoor or external use;
- Any features or limitations that were disclosed in our product literature, samples, or displays.

## 4. WARRANTY CONDITIONS

**This warranty only applies to iWood Panels that:**

- a) Were purchased directly from iWood Panels Pty Ltd in Australia for interior residential or commercial use (seconds, discontinued, “as is”, or retailer-purchased items are excluded);
- b) Have remained installed in the same original location;
- c) Have been fabricated, installed, maintained, and protected exactly as recommended in our published instructions (available free at point of sale or on request);
- d) Where we are notified in writing of the defect within 7 days of it being discovered (or reasonably should have been discovered).

**iWOOD**

## 5. OUR RESPONSE TO VALID CLAIMS

**If we reasonably determine the claim is valid, we will at our choice and cost:**

- Supply a replacement panel of the same or closest available type, colour, and finish from our current range;
- Repair the panel; or
- Refund the original purchase price of the defective panel(s).

We cannot always guarantee an identical match. Where the exact product is unavailable, we may provide the closest reasonable alternative, including products from other manufacturers if needed.

## 6. LIMITATIONS

To the maximum extent permitted by law, this is the only warranty we provide. All other warranties, guarantees, or representations (express or implied) are excluded.

This warranty does not cover labour for removal or reinstallation (unless agreed), consequential loss, or any other products used with the panels.

## 7. 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.

## 8. HOW TO MAKE A CLAIM

**Claims must be made in writing within 7 days of discovering the defect and before the warranty expires. Include:**

- Proof of purchase with date;
- Clear photographs of the defect;
- Detailed description of the problem and when it was noticed.

**Send claims to:**

iWood Panels Pty Ltd  
1/94 Kirkham Rd W  
Keysborough VIC 3173  
Email: [info@iwoods.com.au](mailto:info@iwoods.com.au)

## 9. OTHER INFORMATION

- The claimant is responsible for all claim-related costs. If we find the claim invalid, we may charge reasonable assessment costs (labour, materials, travel).
- Our total liability under this warranty will not exceed the original purchase price of the defective panels.
- This warranty is not transferable.
- If any part of this document is illegal or unenforceable, that part will be removed and the rest remains in effect.
- This warranty against defects is in addition to your rights under the Australian Consumer Law and does not limit them.
- For enquiries, contact us at the address or email above. Please include a description of the defect, when it was noticed, and supporting photos.

**OR ENQUIRIES, CONTACT US AT THE ADDRESS OR EMAIL ABOVE. PLEASE INCLUDE A DESCRIPTION OF THE DEFECT, WHEN IT WAS NOTICED, AND SUPPORTING PHOTOS.**

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