



# HERITON@WPC LIMITED WARRANTY STATEMENT

## THE WARRANTY

HERITON@WPC 2<sup>nd</sup> Generation products, including decking, cladding, and fencing, come with a warranty period of twenty-five (25) years for residential applications and ten (10) years for commercial applications.

The warranty period begins on the date of purchase, as shown on your receipt or invoice, and is contingent upon compliance with HERITON@WPC's terms and conditions and this warranty.

HERITON@WPC 2 <sup>nd</sup> GEN Products	Residential	Commercial
Decking	25 Years	10 Years
Cladding	25 Years	10 Years
Fencing	25 Years	10 Years

This Warranty is not transferable, it applies only to the purchaser that purchased the Product from the authorised HERITON@WPC distributor. Subject to this manufacturer's warranty and the warranty claim procedure, HERITON@WPC warrants that the product, when used for an authorised purpose, will be free of defects for the warranty period.

## WHO IS COVERED BY THIS LIMITED WARRANTY?

This warranty is provided to the original purchaser, whether residential or commercial, of the HERITON@WPC products. For the purposes of this limited warranty, the term "original purchaser"

refers to the individual or individuals who own the property where the HERITON@WPC product was installed.

A "residential purchaser" is defined as a homeowner using the property for personal, private use in a residential area, while a "commercial purchaser" refers to any other type of purchaser.

## WHAT IS COVERED?

For residential installations, HERITON@WPC warrants its regular (first quality) products to be free from manufacturing defects for (see applicable products and years below) from the date of purchase; If installed according to our installation instructions and the approved application listing, the products:

- Low maintenance
- No painting, oiling or grinding required
- Anti-skid in both wet and dry conditions
- Resistant to weathering and temperature
- Free of cracks and splinters
- Resistant

For commercial areas, HERITON@WPC warrants its regular (first quality) floor products are warranted to be free from manufacturing defects of the warranty coverage as set for the below in the limited warranty term length for applicable products and years section, starting from the date of purchase, installed according to our installation instructions and the approved application listing.

### WHAT DOES 100%WATERPROOF MEAN?

When exposed to water tiles / planks are waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, all flooring installation systems will continue to create a secure bond. In the case of standing water or flooding, will not act as a waterproofing barrier for the subfloor and / or any surrounding structure. Any damage to the subfloor and / or surrounding structure that is caused by standing water or flooding is not covered by this warrant.

### WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

There are no warranties beyond this expressed limited warranty. All other warranties, including warranties of merchantability or fitness for a particular purpose, are excluded. HERITON@WPC excludes any liability for lost profits and will not pay any other indirect, special, incidental or consequential damages under this warranty. by this we mean any loss, expense, or damage other than to the product itself that may result from a defect in the project. No implied warranties extend beyond the terms of this written warranty. the remedies contained herein are the only remedies available for breach of this warranty.

Please note: Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, So the above limitations or exclusions may not apply to you.

This warranty does not cover installation and or use of the product for any purpose that is not an authorised purpose. The following matters are excluded from this limited warranty:

- Improper installation of HERITON@WPC products, including but limited to improper structural support, fastening, ventilation or gapping.
- Improper handling of the product and/or failure to follow HERITON@WPC maintenance guidelines.
- Improper storage, abuse or neglect of HERITON@WPC products by the purchaser or any other party.
- Use of HERITON@WPC products beyond normal use and capabilities or any application not recommended by HERITON@WPC guidelines and the applicable Australian Standard.
- Movement, distortion, collapse or settling of the ground or the supporting structure on which the product is installed.
- Any act of God (including flooding, earthquake, lightning and any other naturally occurring environmental or other disaster).
- Any damage caused by the application of paints, stains, surface treatments, or other chemicals, including but not limited to cleaners or pesticides.
- Any natural colour variance in the products.
- Any issues resulting from the purchaser's failure to properly or timely maintain or repair the HERITON@WPC product.



- Any cutting of the Product that compromises the structural integrity of the product.
- Discoloration, fading, spotting, or staining caused by mould, mildew, fungal growth, organic materials, metallic oxides or particles (including rust or corrosion of fasteners), environmental pollutants, foreign substances like grease or oil, chemicals (including cleaners), or normal weathering. Normal weathering includes effects like natural efflorescence, fading, flaking, chalking, or accumulation of stains due to exposure to sunlight, weather, and atmospheric conditions.
- Ordinary wear and tear (including natural occurring change of colour associated with time and or exposure to natural elements).
- Minor splits or cracking around screws.
- Impact from objects.
- Overloading.
- Casualty, fire or exposure to heat sources such as cooking devices or retro-reflective surfaces.
- Climate change, environmental conditions, static electricity or any force majeure causes beyond the human control.

This Warranty does not extend to cover:

- Costs associated to remove any defective product from the purchaser’s premises, or the location of the product.
- Any charges incurred by the purchaser in returning any defective product to HERITON@WPC or in notifying

HERITON@WPC of the alleged defective product.

- Costs associated with installing any replacement product.
- Costs associated with making a claim under this Warranty, including costs such as postage and handling.
- Any other reasonably foreseeable costs incurred.

WHAT IS PRO-RATED WARRANTY SCHEDULE?

Under the HERITON@WPC warranty, as the product ages, the coverage provided decreases on a pro-rated basis, meaning that while full warranty coverage is available during the initial years of the warranty period, the extent of compensation or replacement value diminishes progressively over time according to a predetermined schedule, with the reduction in coverage reflecting the age and usage of the product at the time of the warranty claim.

Pro-Rated Warranty Schedule Chart:

Warranty Period	Residential	Commercial
0-1Years	100%	100%
1-2Years	80%	70%
2-3Yeas	60%	50%
3-5Years	50%	30%
5-10Years	40%	10%
10-15Years	30%	0%
15-20Years	20%	0%
20-25Years	10%	0%

### HOW TO MAKE A WARRANTY CLAIM?

During the warranty period, the purchaser must send written notification with supporting evidence of the defective HERITON@WPC product, HERITON@WPC within 30 days after any discovery of a possible non-conforming nature of or other failure of the HERITON@WPC product.

The Notice must include:

- Proof of original purchase (must show invoice number and purchase date).
- A clear description of the alleged defect.
- Photos or other supporting evidence of the alleged defect.
- Quantity of the product claimed to be defective.

Upon receipt of the claim, HERITON@WPC will contact the purchaser as soon as practically possible to investigate the claim, where HERITON@WPC will seek to establish the cause of the claim.

If a defect covered by this limited warranty is reported to HERITON@WPC in writing during the specified year of the warranty period, HERITON@WPC will provide replacement material of equivalent or comparable quality to resolve the defect, subject to the pro-rated terms detailed in the warranty schedule.

If the complained colour is confirmed to have been discontinued selling for more than 1.5 year, HERITON@WPC will provide similar colour and pattern, same quality

flooring. If an identical part or component is not available, HERITON@WPC may repair or replace with parts and components of similar quality, grade and composition. In addition to the rights of HERITON@WPC of this warranty, HERITON@WPC may, at its sole discretion, to offer a refund, either partial or full of the purchase price paid by the purchaser for the defective product

IMPORTANT: HERITON@WPC does not warrant the installers' workmanship. Workmanship errors should be addressed to the contractor, who installed the projects. Your projects should be professionally installed by contractors who have demonstrated expertise in installing commercial floors.

### CONTACT INFORMATION

Halibaba International Group Pty Ltd  
(ABN 65 618 378 822)  
Address: Unit B 290 Parramatta Rd  
Auburn NSW 2144  
Phone: +61 2 5657 8989  
Email: [info@heritonfencing.com.au](mailto:info@heritonfencing.com.au)