

HERITON@WPC/PVC LIMITED WARRANTY STATEMENT

THE WARRANTY

HERITON@WPC/PVC 1ST & 2nd & 3rd Generation products, including decking, cladding, and fencing, come with a warranty period of up to 10 years for residential applications and up to 5 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/PVC 's terms and conditions and this warranty.

HERITON@WPC 1ST GEN Products	Residential	Commercial
Decking	Up to 10 Years	Up to 5 Years
Cladding	Up to 10 Years	Up to 5 Years
Fencing	Up to 10 Years	Up to 5 Years
HERITON@WPC 2nd & 3rd GEN Products	Residential	Commercial
Decking	Up to 10 Years	Up to 5 Years
Cladding	Up to 10 Years	Up to 5 Years
Fencing	Up to 10 Years	Up to 5 Years
HERITON@PVC 3rd GEN Products	Residential	Commercial
Decking	Up to 10 Years	Up to 5 Years

This warranty is non-transferable. According to the manufacturer's warranty and warranty claim procedures, HERITON@WPC/PVC guarantees that the product used for an authorised purpose will be free from defects throughout the warranty period.

WHO IS COVERED BY THIS LIMITED WARRANTY?

This warranty is provided to the original Buyer, whether residential or commercial, of the HERITON@WPC/PVC products. For the purposes of this limited warranty, the Buyer refer to individual buyer or buyer who own the property where the HERITON@WPC/PVC product was installed.

The “Residential” refers to homeowner using the property for personal, private use in a residential area, while the “Commercial” is defined as any other type of buyer.

WHAT IS COVERED?

For residential installations, HERITON@WPC/PVC 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/PVC 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/PVC 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 unauthorized purpose. The following issues are excluded from this limited warranty:

- Improper installation of HERITON@WPC/PVC products, including but limited to improper structural support, fastening, ventilation or gapping.
- Improper handling of the product and/or failure to follow HERITON@WPC/PVC maintenance guidelines.
- Improper storage, abuse or neglect of HERITON@WPC/PVC products by the buyer or any other party.
- Use of HERITON@WPC/PVC products beyond normal use and capabilities or any application not recommended by HERITON@WPC/PVC guidelines and the applicable Australian Standard.
- Collapse, deformation, movement or settlement of the ground or the supporting structure where the product is installed.
- Any natural disaster, including earthquake, lightning, flooding 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 Buyer's failure to properly or timely maintain or repair the HERITON@WPC/PVC product.
- Any cutting that affects 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.
- Normal tear and wear, including naturally occurring colour changes due to aging and/or exposure to natural elements.
- Cracking around screws and/or Minor splits.
- 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 cover:

- Expenses related to the removal of any defective product from the Buyer's premises or its location.
- Expenses incurred by the Buyer for returning any defective products to HERITON@WPC/PVC or for notifying HERITON@WPC/PVC about the alleged defect.
- Expenses associated with the installation of any replacement product.
- Expenses related to making a warranty claim, including postage and handling fees.
- Any other reasonably foreseeable expenses incurred by the buyer.

WHAT IS PRO-RATED WARRANTY SCHEDULE?

Under the HERITON@WPC/PVC 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
0-5Years	50%	30%
6-7Years	30%	15%
8-9Years	10%	5%

HOW TO MAKE A WARRANTY CLAIM?

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

The Notice must include:

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

Upon receipt of the claim, HERITON@WPC/PVC will contact the Buyer as soon as possible to investigate and determine the cause of the claim, where HERITON@WPC/PVC will seek to establish the cause of the claim.

If a defect covered by this limited warranty is reported to HERITON@WPC/PVC in writing during the specified year of the warranty period, HERITON@WPC/PVC 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/PVC will provide similar colour and pattern, same quality flooring. If identical part or component is unavailable, HERITON@WPC/PVC may repair or replace it with parts and components of similar grade/quality and composition. The rights of HERITON@WPC/PVC in this warranty may offer the buyer a refund, either partial or full of the purchase price paid for the defective product, in addition to the rights provided under this warranty.

IMPORTANT: HERITON@WPC/PVC 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

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