

# Australian Composite Wood (ACW) PRODUCT WARRANTY



This warranty is valid for AUSTRALIAN COMPOSITE WOOD's product range - COEN Decking, COEN Cladding, COEN Fencing, COEN Screening & COEN Street & Garden products only.

This warranty is provided by Australian Composite Wood (ACW) Pty Ltd. ABN 78 617 182 046 (Trading as "COEN Composite Wood") Coorparoo, Brisbane, Australia. Call +61 457 610 690 or email [info@coen.com.au](mailto:info@coen.com.au)

## Statutory Rights:

The benefits conferred by this warranty are in addition to any other rights and remedies available to you under the applicable laws in your jurisdiction which we cannot exclude or limit, such as the guarantees to Australian consumers under the Australian Consumer Law. Other than as permitted by law, this warranty in no way limits or restricts such rights or remedies. For Australian consumers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

## What the warranty covers:

- Australian Composite Wood warrants its COEN Decking, COEN Screening, COEN Cladding, COEN Fencing, COEN Screening & COEN Street & Garden products only and against manufacturing defects only, and as per the intended use for the product and in accordance with Australian Composite Wood's published fixing and care & maintenance guidelines.
- This warranty covers Genesis solid decking for up to a period of 25 years, Select Solid decking for 20 years and Select hollow decking 15 years from the date of the purchaser's original Purchase Order.
- Solid screening 20 years and Hollow screening 15 years, from the date of the purchaser's original Purchase Order.
- Fitted Screening End Caps carry a 1-year warranty from the date of the purchaser's original Purchase Order.
- This warranty only applies to the original purchaser

## What the warranty does not cover:

- This warranty does not cover damage, deterioration or malfunction caused by:
  - accident, misuse, fire, acid or alkali contact, lightning, earthquake or external causes (except rot and termite damage);
  - use outside Australian Composite Wood's published fixing and care and maintenance guidelines;
  - unauthorised product modification;
  - use with another product;
  - normal wear and tear as per the intended use for the product;
  - normal wear and tear or damage caused during transport / freight on the customer's account;
  - products that have been glued in the factory or by installers, such as screening end caps.
- This warranty does not cover any ancillary products sold as part of the frame or support structure (including that which is already erected or is the original frame/structure) for the COEN Decking, COEN Cladding products, COEN Screening, including and without limitation; any steel or aluminium galvanized or powder coated fence posts, screws and brackets.

- A warranty claim will not be honoured if the invoice or invoices have not been paid in full within the required payment period as stated on the invoice.
- Colour and texture variations / Fading outside of the expected range.
  - i. Gen 1 Products 3% to 5 % and up to 15% depending on product colour and application.
  - ii. Gen 2 Products 1% to 5% fade depending on product colour and application
- Removal of warranted product from the customer's premises, unless agreed otherwise with COEN.

## How to apply for a Warranty claim:

- To make a claim under this warranty you need to send the following information to Australian Composite Wood's address provided above:
  - Your ACW/COEN purchase order with your full name and contact details.
  - A written account of when you first became aware of the termite or rot damage with the product, and any action you may have taken to correct or improve the issue – including clear photographs which document the issue.
  - After receiving the correct documents from you, Australian Composite Wood will contact you to organise one of ACW's authorised representatives to inspect the product and advise on the warranty claim.
- For valid warranty claims, Australian Composite Wood will at its option:
  - Repair or replace the affected product;
  - Exchange the affected product for a refund of your purchase price. In this circumstance, the returned product becomes Australian Composite Wood's property

## Limitations:

- Except as provided in this warranty and to the extent permitted by law, Australian Composite Wood will not be liable for:
  - direct, special, incidental or consequential damage (such as loss of time, loss of use of the product, loss of profits or earnings or inconvenience) arising from a breach of this warranty.
- Australian Composite Wood will not be responsible for the costs associated with removal/disposal of defective products, costs associated with installing replacement products, freight or ancillary charges that relate to returning or other remedies outside this warranty. Any claim based on those rights aforementioned should be separately pursued.
- You may have non-excludable rights (such as statutory rights referred to above) to claim compensation or receive products.

## General:

No Australian Composite Wood reseller, agent, or employee is authorized to make modifications, extensions or additions to this warranty. If any provision is held to be unenforceable, the remaining provisions will not be affected.

This warranty is governed by and construed under the laws of Australia.