

IBS PlyFloor

WARRANTY GENERAL TERMS

MARCH 2020 – Version 1

This warranty applies to IBS PlyFloor ('PlyFloor') supplied by IBS Sustainable Building Supplies (IBS) when used in accordance with all IBS requirements.

This warranty is to be read in conjunction with all relevant and applicable technical documentation published or referenced by IBS.

Date warranty valid:

5 years from proven date of purchase or dispatch from IBS whichever is the earlier.

All enquiries relating to this warranty must (in the first instance) be directed to the place of purchase, the supplier or the installer.

> IBS warrants that:

At the time of delivery to the merchant or site (where applicable) the PlyFloor will:

- be free from freight related defects
- be free from defects that may have arisen through defective factory workmanship or materials
- conform to the performance characteristics listed on the current PlyFloor pass™ ('warranted condition').

> In the event a breach of the warranty is proven, the following applies:

- IBS will, at its discretion, supply replacement PlyFloor without charge or refund the value of the product.
- Other losses or damage caused by a breach of the warranty or a failure of the product for any other reason are not covered.
- IBS obligations under this warranty are limited to the replacement of defective PlyFloor or the value of the PlyFloor. The value of the materials will be reduced pro-rata, based on the remaining life of the product (as set by the relevant durability requirements of the NZ Building Code).
- IBS reserves the right to supply other comparable materials should the warranted materials no longer be supplied by IBS.

> This warranty is subject to the following:

- Receipt of date of purchase of the product.
- Evidence satisfactory to IBS of failure of the PlyFloor.
- Receipt of a written claim from the claimant either within 30 days of when the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation.
- The claim must include full details of the alleged defect.
- Evidence satisfactory to IBS that all maintenance requirements have been carried out.
- The warranty does not cover failure or problems caused by defective use, failure relating to improper design of the project structure, structural failure, settlement, movement of materials to which the product is attached or dependent on, acts of God including but not limited to earthquakes, cyclones, floods or other severe weather conditions, inadequate maintenance, growth of mould, mildew, fungi, bacteria or any organism on any product, or acts or omissions of a third party over whom IBS has no control.
- The warranty does not cover failure or loss arising from the failure to follow all relevant IBS advice and requirements.
- The warranty does not cover bubbling. That is where, as a result of wetting, the face veneer has been separated from the second layer.
- Normal wear and tear are excluded from this warranty.

All relevant information is available from IBS (refer to www.ibs.co.nz).

> Note:

All PlyFloor technical information is uncontrolled in printed format, so in all instances refer only to the documentation on the website.