

GUARANTEE POLICY

Panelrok NZ Limited ("Panelrok[®]") offers a ten year guarantee on all its products on the terms and conditions set out in this policy below.

Guarantee Coverage

Where Panelrok products are installed by authorised Panelrok installers, Panelrok will provide a 10 year guarantee against faulty workmanship or materials. The guarantee runs from the date of installation for ten calendar years ("guarantee period").

If a defect occurs in any Panelrok products within the guarantee period, Panelrok will inspect the defective product and if, in the opinion of Panelrok the damage has arisen as a result of faulty workmanship or materials, Panelrok will, at its discretion, either:

Repair the product at no charge to the customer; or

Replace the damaged product with an equivalent product at no charge to the customer.

No repair or replacement will be undertaken without adequate proof of purchase being provided by the customer.

Panelrok is not responsible for, and this guarantee does not cover:

Any damage caused to its products through unauthorized modification or misuse of its products including (but not limited to) modifications made by anyone other than an authorised Panelrok installer either before, during or after installation; or

Fading or discoloration of the surface finish caused by the environment

In no case will Panelrok be liable for consequential losses, however they may arise.

Panelrok will always honour its obligations to its customers under the Consumer Guarantees Act, Fair Trading Act, and Sale of Goods Act and any other applicable legislation.