



A GUARANTEE LIKE NO OTHER!

YOUR 99 YEAR GUARANTEE **AND LEGACY COVENANT**

A note from our Managing Director:

The Decor Systems 99 Year Legacy Covenant and Guarantee

I am delighted to formally document what is arguably the strongest guarantee on our industry – all products supplied by Decor Systems Australia are **guaranteed for 99 (ninety nine) years!**

Such is the confidence we have in producing ‘the right product’, and combined with a culture and passion we like to call ‘**The Decor Standard**’, if for some reason our product fails, we will replace it. Period.

Naturally with such a strong guarantee it is necessary to include some ‘fine print’, but nothing will come between our commitment to ensure that we continue to keep supplying products that are manufactured to the highest standard in our industry.

This passion and zeal has been a driving force at Decor Systems for the last 40 years will continue – it is in our DNA. The fantastic people that make up the Decor team will continue to work together to provide you with great value and flawless customisation. Fastidious attention to quality control, where skill is in abundance and staff camaraderie makes Decor Systems a vibrant place to work, which all combine to ensure what we like to call Total Customer Delight.

With warmest regards,

David Faulkes

Managing Director

WARRANTY

Decor Systems Australia warrants that for ninety nine years from date of purchase Decor panels will be free of defects, subject to the conditions outlined in this document.

It is expressly noted that pre-finished panels are subject to conditions which are noted in this document.

GENERAL WARRANTY STATEMENT

For this warranty to be effective, all products must be installed strictly in accordance with recommended installation methods as shown in the current manufacturers brochures at time of construction, and all recommended accessories must be used.

The warranty only covers products supplied by Decor Systems Australia.

Decor Systems Australia will not be liable for defects arising from poor workmanship or defective materials not supplied by Decor Systems.

If a Decor Systems product does not meet our standard, we will, at our option, replace or repair it, supply an equivalent product, or reimburse the purchase price. This warranty shall not apply to any loss or consequential loss resulting from faulty manufacture or materials.

This warranty does not apply to products that:

- a. Fittings, fixings, accessories or adjustments by third parties is beyond the control of Decor Systems Australia, and as such are not covered by this warranty;
- b. Have not been purchased from Decor Systems Australia;
- c. Repairs, maintenance or adjustments have been made without the written approval of Decor Systems Australia;
- d. Product is installed in an external environment, within 1 kilometre of breaking surf and within 500 metres of saltwater harbours and rivers, or where other unforeseen environmental conditions are prevailing. These shall be dealt with on a 'case by case' basis at the discretion of Decor Systems Australia.

To make a claim under this warranty, proof of purchase must be supplied.

All products supplied by Decor Systems Australia come with guarantees imposed by legislation under Australian Consumer Law.

PRE-FINISHED PANELS

Decor Systems Australia warrants that with respect to the supply of panels supplied with a pre-finished coating, the product will be guaranteed for ten years from date of supply. Decor Systems warrants that under normal conditions, the panel will not:

- a) Peel, crack, blister or otherwise delaminate;
- b) Fade or change in colour so as to give delta E CIE laboratory reading greater than 10 units from its original colour. Colour measurements are to be made on clean surfaces free of all oil, grease, dirt, chalk, oxidised film or other contaminants and using the procedure described in ASTM D-2244-85.

This warranty is subject to the following conditions:

- a) It is to be understood that fade of colour changes may not be uniform if surfaces are not equally exposed to sun and elements;
- b) A regular maintenance programme is to be carried out so that all contaminants are removed from the surface at least every twelve months;
- c) Warranty claims to be made in writing to Decor Systems Australia within 7 days after a defect becomes apparent;
- d) Decor Systems Australia must be given reasonable opportunity after a warranty claim is made to inspect the product;

- e) The warranty will not apply if the defect is caused by abnormal external influences including, but not limited to, mechanical abrasion, falling objects, damage during transportation or storage, fire, harmful gases or fumes, water, chemicals and foreign substances and excessive salt atmospheres or other occurrences beyond the control of Decor Systems Australia.

Decor Systems Australia liability under the terms of this warranty shall be expressly limited at the option of Decor Systems to the supply of replacement panels or to over-spraying the panels to restore the original appearance. The Warranty with respect to over sprayed panels shall remain within the initial warranty period from the date of initial supply of the panels.





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