Australian Composite Wood Pty Ltd (ACW)
PRODUCT WARRANTY

This warranty is valid for COEN Decking, COEN Cladding, COEN Fencing, COEN Screening & COEN Street & Garden products only (**ACW Products**).

Contact Information

This warranty is provided by Australian Composite Wood Pty Ltd. ABN 78 617 182 046 (trading as COEN Composite Wood) Unit 7, 32 Sway Street, Coopers Plains, Brisbane, Australia Call +61 457 610 690 or email 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. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

What the warranty covers:

- ACW warrants its ACW Products against manufacturing defects only, provided the purchaser uses the ACW Products as per the intended use and in accordance with ACW's published fixing and care & maintenance guidelines (**Guidelines**).
- This warranty period for:

  in the COEN Decking range the Genesis solid decking is for a period of up to 25 years, Select Solid decking is for a period of up to 20 years and Select hollow decking is for a period of up to15 years; and

  in the COEN Screening range the solid screening is for a period of up to 20 years and Hollow screening is for a period of up to 15 years,

  in the COEN Cladding range, the Genesis cladding is for a period of up to 25 years,

  in the COEN Fencing range the Gen 2 fencing panels is for a period of up to 15 years,

  in the COEN Sleeper range, the Sleepers is for a period of up to 5 years

  If ACW is gluing screening end caps we note a 1 year warranty is provided.

  from the date of the purchaser's original purchase order.

  This warranty is not transferrable and applies only to the original purchaser who purchased the ACW Products from ACW.

Exclusions to Warranty:

- This warranty does not cover damage, deterioration or malfunction caused by:
  - accident, misuse, fire, acid or alkali contact, war, severe or extreme weather event, natural disaster or external causes (excluding rot and termite damage);
  - use outside the Installation Guidelines;
  - unauthorised ACW Product modification;
  - use with other products that have not been approved by ACW, i.e. Incorrect adhesive:
  - normal wear and tear as per the intended use for the ACW Product;
  - wear and tear or damage caused to the ACW Product during transport / freight arranged by the customer;
  - products that have been glued by installers, such as screening end caps.
- Colour and texture variations or 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
- where the ACW Product is removed from the location it was installed.
- 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.

Warranty Claim Procedure:

- To make a claim under this warranty within thirty days of discovering an issue with an ACW Product (**Defective Product**) you are required to send the following information to ACW's address or email 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 Defective Product, and any action you may have taken to correct or improve the issue – including clear photographs which document the issue.
  - After receiving the documentation and photos from you, ACW will contact you to organise one of ACW's authorised representatives to inspect the Defective Product and advise on the warranty claim.
- For valid warranty claims, ACW will at its option:
  - repair or replace the Defective Product;
  - refund of your purchase price for the Defective Product. In this circumstance, the returned ACW Product becomes ACW's property.

Limitations to Warranty:

- Except as provided in this warranty and to the extent permitted by law, ACW will not be liable for direct, special, incidental or consequential damage (such as loss of time, loss of use of the ACW Product, loss of profits or earnings or inconvenience) arising from a breach of this warranty.
- The customer will be responsible for the expenses incurred in making the claim including removal/disposal of Defective Product, costs associated with installing replacement Defective Product, freight or ancillary charges that relate to the return of the Defective Products 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 ACW Product.

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General:
No ACW 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.