



WARRANTY GENERAL TERMS

This warranty applies to Optimised Engineered Lumber (OEL™) supplied by Wood Engineering Technology Ltd (Woodeng) when used in accordance with all Woodeng requirements.

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

Date warranty valid: 10 years from proven date of purchase or dispatch from Woodeng 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.

Woodeng warrants that:

At the time of delivery to the merchant or site (where applicable) the OEL™ 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 in the pass™ ('warranted condition').

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

- › Woodeng will, at its discretion, supply replacement OEL™ 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.
- › Woodeng obligations under this warranty are limited to the replacement of defective OEL™ or the value of the OEL™. 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).
- › Woodeng reserves the right to supply other comparable materials should the warranted materials no longer be supplied by Woodeng.

This warranty is subject to the following:

- › Receipt of date of purchase of the product.
- › Evidence of failure.
- › 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 Woodeng 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 Woodeng has no control.
- › The warranty does not cover failure arising from the failure to follow all of Woodeng advice.
- › Normal wear and tear are excluded from this warranty.

All relevant information is available from Woodeng (refer to www.woodeng.co.nz).

Note: all OEL™ technical information is uncontrolled in printed format, so in all instances refer only to the documentation on the website.

