

# WARRANTY

## JEANIUS™ DENIM INSULATION

### WARRANTY APPLICATION

Planet Protector guarantees that its Jeanius™ Denim Insulation (the “Product”) is manufactured and quality-tested in accordance with AS/NZS 4859.1 and is warranted to be of acceptable quality and fit for the stated purpose under the Australian Consumer Law (ACL), unless otherwise excluded under this Warranty:

- ◆ The Product is installed following the company’s installation guidelines; and
- ◆ Ongoing care aligns with applicable standards, including AS 3999.

### WARRANTY COVERAGE

This warranty applies to the original purchaser (referred to as the “Warranty Holder”) and covers the following:

- ◆ The Product will be free from manufacturing defects at the time of purchase.
- ◆ The Product is warranted to substantially retain its thermal performance for a period of 30 years from the date of purchase, when installed and maintained in accordance with installation guidelines and applicable standards.
- ◆ This warranty is provided in addition to any rights and remedies you may have under the Australian Consumer Law.

### WARRANTY CONDITIONS

Coverage under this warranty is subject to the following conditions:

- ◆ The Warranty Holder must provide proof of purchase, including date, seller, and installer details.
- ◆ The Product must be kept dry during transport and storage, and not subjected to compression from other materials. This warranty does not cover damage from moisture or water exposure.
- ◆ Installation must comply with the company’s guidelines, AS 3999, and any applicable building codes.
- ◆ This warranty does not apply to issues first discovered more than 30 years after the date of purchase.
- ◆ Timeframe does not affect any statutory rights the purchaser may have under the ACL.
- ◆ The Warranty Holder must notify the company in writing within 30 days of discovering a fault. The notice must include:
  - Details of the Product and installation location
  - A description of the issue
  - Photographs and samples if requested

- ◆ Planet Protector (or its authorised representative) must be given the opportunity to inspect, photograph, and test the Product before any repairs or replacements are undertaken.
- ◆ Planet Protector may, at its discretion, choose to repair the product, provide a replacement, or offer a refund of the original purchase price.
- ◆ Reasonable direct costs incurred by the Warranty Holder in submitting a claim may be reimbursed with prior approval.
- ◆ This warranty is not transferable and applies solely to the original purchaser.

## WARRANTY EXCLUSIONS

Subject to the ACL, this warranty does not cover extend to damage or faults resulting from:

- ◆ Incorrect storage, handling, or installation
- ◆ Misuse, abuse, or neglect
- ◆ Flawed building design or construction
- ◆ Natural disasters (e.g., fire, flooding, earthquakes, severe weather)
- ◆ Biological contaminants such as mould, mildew, fungi, bacteria, or vermin
- ◆ Failure to maintain the Product appropriately.

## CLAIM PROCESS

To submit a warranty claim, please contact:

To make a claim, please send a written notice to:

**Planet Protector – Warranty Claims**

**Warehouse 5, 68 Taras Avenue, Altona North VIC 3025 (Australia)**

**Email: [orders@planetprotectorgroup.com](mailto:orders@planetprotectorgroup.com)**

Include proof of purchase and a description of the issue. Claims must be lodged within 30 days of discovering the fault.

Claims must be submitted in writing, and we reserve the right to request further documentation as reasonably required.

## PRODUCT MODIFICATION

This warranty becomes void if the Product has been altered, treated, or modified by anyone other than Planet Protector.

## FINAL RESOLUTION

Any remedy provided under this warranty will be in accordance with your rights under the Australian Consumer Law. In the case of a major failure, you are entitled to a replacement or refund, and for compensation for any other reasonably foreseeable loss or damage.

## MANDATORY ACL DISCLAIMER

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 for 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.