

# WARRANTY GENERAL TERMS

This warranty applies to the Eterpan Support Substrate (Eterpan) supplied by Stone Cladding Systems when used in accordance with all Stone Cladding Systems requirements.

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

Date warranty valid: 10 years from proven date of purchase or dispatch from Stone Cladding Systems 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.

## **Stone Cladding Systems warrants that:**

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

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

- Stone Cladding Systems will, at its discretion, supply replacement Eterpan 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.
- Stone Cladding Systems' obligations under this warranty are limited to the replacement of defective Eterpan or the value of the Eterpan. 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).
- Stone Cladding Systems reserves the right to supply other comparable materials should the warranted materials no longer be supplied by Stone Cladding Systems.

## **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 Stone Cladding Systems 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 Stone Cladding Systems has no control.
- The warranty does not cover failure arising from the failure to follow all of Stone Cladding Systems advice.
- Normal wear and tear are excluded from this warranty.

All relevant information is available from Stone Cladding Systems (refer [www.islandstone.co.nz](http://www.islandstone.co.nz)).

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