

# KNAUF METAL PRODUCT WARRANTY



Knauf Metal supplies products that comply with the relevant Australian Standards and are warranted to be free from defects in materials or manufacture for a period of ten years for all other products, from the date of purchase, subject to the conditions stated below.



## CONDITIONS OF WARRANTY:

1. 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.
2. This warranty is non-transferable.
3. This warranty only applies to products and materials which have been used or installed:
  - a. strictly in accordance with Knauf Metal's installation documentation current at the time of installation (available at [www.knaufmetal.com.au](http://www.knaufmetal.com.au) or by calling 1300 725 675) and maintained in accordance with maintenance documentation; and
  - b. in projects that have been designed and constructed in strict compliance with all relevant provisions of the current National Construction Code of Australia, regulations and standards.
4. The performance of all Knauf systems relies on using the nominated Knauf Metal components. Use of non-Knauf Metal components may reduce a system's fire rating, acoustic rating, structural capacity, appearance or other aspects of performance and may void this warranty.
5. To the extent permitted by law, Knauf Metal limits its liability under this warranty to, at its option:
  - a. Replace the product or,
  - b. Supply an equivalent product including improved or superior products.
6. A claim must be made against this warranty before use or installation if the defect could be reasonably detected. The claim must be submitted in writing within 30 days of discovering the defect and must be accompanied by proof of purchase and sent to Knauf Metal, PO Box 708, Beenleigh, Qld, Australia 4207. To contact Knauf Customer Service, email [metal-orders.qld@knauf.com.au](mailto:metal-orders.qld@knauf.com.au) or call 1300 725 675.
7. The costs associated with a claim made against this warranty (i.e. postage) are to be borne by the claimant.
8. To the extent permitted by law, Knauf Metal will not be liable for any consequential loss or damage including that caused by products with manufacturing defects.
9. This warranty does not apply to any products which are:
  - a. damaged as a result of a Force Majeure once the products are delivered;
  - b. repaired or altered outside Knauf Metal's premises in any way which, in Knauf Metal's judgment, affects its performance or reliability or causes any defect in the products or material;
  - c. damaged as a result of misuse, negligence, accident or any cause other than normal and reasonable use;
  - d. beyond the normal span of life for that product where less than the express warranty period.
10. Knauf Metal will not be liable for claims arising due to poor workmanship, poor design, structural movement or other building movement, any service condition outside those specified as acceptable in Knauf Metal literature (available at [www.knaufmetal.com.au](http://www.knaufmetal.com.au)) including contact with moisture or liquid water, or exposure to airborne contaminants.
11. This warranty constitutes the entire guarantee by Knauf Metal. Except where otherwise provided by Australian Consumer Law, all other obligations, warranties, both expressed and implied are excluded to the fullest extent allowed by law.

January 2017

Knauf Metal products have been installed in accordance with Knauf Metal specifications. All fields must be completed.

PROJECT NAME AND ADDRESS

INSTALLER COMPANY NAME

BUILDER COMPANY NAME

INSTALLER SIGNATURE

DATE

Please retain the original version of this warranty for your records and mail, fax or email a copy to:

**KNAUF METAL CUSTOMER SERVICE DEPARTMENT PO Box 708, Beenleigh, Qld, Australia 4207. Fax: 07 3807 4317 email: [metal-orders.qld@knauf.com.au](mailto:metal-orders.qld@knauf.com.au)**

January 2017