

Warranty



REYNARD WOOD™

MANUFACTURERS WARRANTY

AGAINST DEFECTS



Customer Satisfaction is our Priority

We offer refunds, repairs and replacements in accordance with the Australian Consumer Law and terms set out in this policy

Any benefits set out in this Policy may apply in addition to consumers rights under the Australian Consumer Law



Australian consumer law

(a) Under the Australian Consumer Law:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the goods, you are entitled:

- to cancel your goods purchase with us; and
- to a refund for the unused portion, or to compensate for its reduced value.

(b) We offer refunds, repairs, and replacements in accordance with the Australian Consumer Law.

(c) The Australian Consumer Law provides a set of Consumer Guarantees which protect consumers when they buy products and services.

(d) If the Australian Law applies, then we cannot avoid the Customer Guarantees which it provides. If there is an inconsistency between this Policy and the Australian Consumer Law, the Australian Consumer Law will prevail.

(e) Further information about the Australian Consumer Law and these Consumer Guarantees is available from the website of the Australian Competition and Consumer Commission.

(f) If a product or service which you purchased from us has a major failure (as defined in the Australian Consumer Law) then you may be entitled to a replacement or refund.

(g) If a product which you purchased from us has a failure which does not amount to a major failure (as defined in the Australian Consumer Law) then you may still be entitled to have the goods repaired or replaced.

change of mind

We do not offer any refund if you simply change your mind, unless the product can be restocked easily somewhere else. Reynard Wood will consult and look for solutions that you may require.

You are entitled to return a product if you believe that there is a problem. You are generally responsible for returning the product if it can't be easily returned.

Please keep your receipts of purchase as these will be required for any returns.

REYNARD WOOD warranty policy

Reynard Wood, warrants the original purchaser that, for the period of time 30 years, under normal use and service conditions. Reynard Wood products shall be free from material defects in workmanship and materials and shall not split, splinter, rot or suffer structure damage from termites or fungal decay. If a defect occurs within warranty period purchaser should notify Reynard Wood in writing.

Reynard Wood does not warrant against and is not responsible for any condition attribute to:

- 1) Improper installation of Reynard Wood products and/or failure to abide by Reynard Wood installation guidelines.
- 2) The use of Reynard Wood products beyond normal use and service conditions or in any application not recommended by Reynard Wood guidelines and the Australian Building Codes.
- 3) Movement, distortion, collapse or settling the ground or the support structure on which Reynard Wood products are installed.
- 4) Variations of changes in colour of Reynard Wood products
- 5) Improper handling, storage, abuse or neglect of Reynard Wood products by purchaser, the transferee or third parties.
- 6) Ordinary wear and tear.
- 7) Any act of God (such as force majeure), staining from foreign substances (such as dirt, grease, oil, etc.) or normal weathering (defined as exposure to sunlight, weather and atmosphere which may cause any coloured surface to gradually fade, chalk, or accumulate dirt or stain.
- 8) In the event that a product which you ordered is damaged during delivery:
 - 8a) Please contact Reynard Wood as soon as possible
 - 8b) Any damaged product must be returned in the condition it was in when you received it, together with any packaging and other items which you received with the damaged product.
 - 8c) We will organise to repair the damaged product or to collect it and replace it with an equivalent product, or to provide a refund, provided that you contact us within the following time from the date you received the product: 1 week
- 9) In order to make a claim during the 30 year warranty period under this Manufacturer's Warranty on any Reynard Wood products the purchaser must follow the Warranty Claim Form Process. The purchaser must provide written notice to Reynard Wood via the details provided within thirty (30) days of the alleged defect becoming reasonably known by the Purchaser.
- 10) Reynard Wood products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. 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.

**REYNARD WOOD
manufacturers and
distributes all products in
accordance with
Australian Standards,
including worldwide
accreditations for factory
operations and
distribution with;**

**1. Quality Control
management systems
ISO 9001**

**2. Quality Environmental
management systems
ISO 14001**



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