

Impress Panels Products Limited Warranty Terms & Conditions

Definitions:

Impress Panels – LSG Group LTD trading as Impress Panels LTD

Product(s) - the Products listed in Table 1.

Warranty – The Products supplied to you will, under normal use be free from defects arising from manufacture of the product. The Warranty Period for the products supplied by Impress Panels is set out in the table below.

Warranty Period - the term for which the Products are covered by the Warranty. The Warranty Period begins on the date of purchase and ends once the Warranty Term for the specific Product in Table 1 expires.

Table 1 - Products	Warranty Term
DecoForme Decorative Battens	Five (5) years
DecoForme WoodenWall	Five (5) years
PureMatte	Ten (10) years

A claim must be made within the Warranty Period. The Warranty does not cover any defects not notified to Impress Panels within the Warranty Period, although you may have statutory rights outside of the Warranty Period.

1. This Warranty only applies to Impress Panels products expressly stated in Table 1:

- (a) that are sold by Impress Panels or any of its approved suppliers; and
- (b) that are purchased on or after 16 January 2023;

and

- (c) for which the relevant Sales Order Number has been provided; and
- (d) that have been paid in full; and
- (e) have remained installed at the location they were first installed.

2. In the event that a claim is made within the Warranty Period and it is established to Impress Panels satisfaction that there is a manufacturing defect in the Product in breach of the Warranty, then Impress Panels will, at its sole discretion, either provide replacement Product in a manner Impress Panels considers reasonable, or, as elected by Impress Panels, repair the Product at Impress Panels premises or on site.

3. **What the Warranty does not cover** – This Warranty does not extend to wear and tear, delamination or any damage, defects or failures within the Product which directly or indirectly arise from or are due to, but not limited to:

- (a) **Water damage** – Including damage from steam, excessive moisture; or
- (b) **Heat damage** – From placing hot pans, pots or similar hot objects directly on the surface of the Product, including damage consisting of cracks in and scorching of the Product; or
- (c) **Heavy weight or impact damage** – Placing heavy objects on the Product; applying substantial weight to the Product, including by standing, sitting or lying on the Product; or applying excessive impact to or mishandling the Product, including the impact caused by objects scraped along, thrown or dropped on the product's surface; or
- (d) **Acidic food products and chemical damage** – Exposing the Product to acidic food products such as salt, vinegar, tea and citric fruit juice; or Chemical damage - Exposing the Product to acidic or corrosive materials, cosmetics and chemicals such as dyes, solvents, bleach, inks, acetone, denture

cleaner and photo developing fluid; or

(e) **Using inappropriate household cleaning products** – DO NOT USE abrasive cream or powder cleansers, furniture polish/wax/ powder; oven cleaner, drain cleaners, sugar soap and strongly alkaline or acidic cleaners; or

(f) **Failure to clean as recommended** – You must follow cleaning instructions set out in our Care & Maintenance guides found at www.impresspanels.co.nz; or

(g) **Structural or support changes** – Changes affecting the building or application where the product has been installed, causing twisting, warping, bowing, cupping or shrinkage of the Product, including movements caused by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structure on which the Product is installed; or

(h) **Incorrect installation** – All Impress Panels Products must be installed meeting the New Zealand Domestic kitchen standards (NZS 4386:2 1996); failure to install correctly, including; not following the recommended fabrication and installation instructions and use of the product with inappropriate cabinetry or other structures; and extending to delamination, swelling and surface bubbling where you or your supplier have applied your own adhesive; or

(i) **Unauthorised modifications** – Any modifications or work to the product by any person other than Impress Panels approved suppliers; or

(j) **Inappropriate use** – Including use of the Product outdoors or in any way which exposes the Product to UV (exposure to direct sunlight) or consistent environmental forces that could affect the Product; or

(k) **Inadequate maintenance** – Including failure to follow procedures or recommendations set out in the Suppliers's Care and Maintenance Guides, which are available on Impress Panels website.

(l) **Other specified causes** – Any other causes specified in the Product information as being excluded from this Warranty.

(m) **Colour and gloss variations** – Any variations with the colour or gloss within the Product including any replacement product, or any aging or fading of colour, shine or gloss level over time; or

(n) **Imperfections** – Any visual imperfections or blemishes in the surface and edges of the Product in excess of accepted industry standards, including pimples, dimples, dents, creases, cracks, cuts, marks, chips, scratches and surface irregularities

which are not brought to your supplier's attention at the time you inspected the Product or at any other time before the product is cut or modified in any way; or

(o) **Bowing** – The inherent properties of the fibre core of Compact Laminate and low pressure melamine board can incur slight bowing, this naturally occurs in fibre based panel products and is not covered by warranty if within the acceptable tolerance outlined in the Impress Panels technical data sheets.

(p) **Modification** – Any modifications to Thermolaminated Products such as cutting that results in the structural integrity being compromised.

(q) **Acts of God** - Any act of God including earthquakes, cyclones, floods or inclement weather, or acts of war (whether declared or not), insurrection, civil disobedience or terrorism, or any other matter which is beyond the Company's reasonable control;

To the maximum extent permissible by law, Impress Panels will not be liable for consequential loss or damage whatsoever and however arising out of or in connection with the supply, performance or removal of the Product, including but not limited to, any indirect or consequential loss (including, without limitation, loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings) even if due to the negligence of Impress Panels or any of its approved suppliers, employees or agents.

6. Limitations – The obligations of Impress Panels under this Warranty are limited to those set out in this document. However, this Warranty is in addition to your rights and remedies under laws relating to the Products.

7. Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

8. Cost claim - Impress Panels will be liable for the cost of the replacement Impress Panels Product at the subject of this Warranty for the Warranty Period. All other costs will be the claiming party's responsibility.

9. Inquiries – Any inquiries into this Warranty

should be emailed to: sales@impresspanels.co.nz or by phone: 03 929 5641.

10. Claims – To claim your warranty please send the following to one of the contacts above:

- Your name, address and phone number.
- The installers business name, proof of purchase including sales order numbers and dates of purchase.
- The address where Impress Panels products have been installed.
- Colour and style of Products installed.
- Description of how the Product is defective. Please also accompany this form with photographs of any defects found in Product.

After Impress Panels receives your claim, we will contact you within 28 days to discuss the claim

Registration of purchase

Once your Impress Panels Product is installed please complete the following form and mail to the below address for registration of Warranty Period -

NAME:	DATE OF INSTALLATION/PURCHASE:
ADDRESS WHERE PRODUCT WAS INSTALLED:	
PHONE NUMBER:	MOBILE:
EMAIL ADDRESS:	
COLOUR OF PRODUCT:	PRODUCT TYPE:
ORIGINAL SALES ORDER NUMBER (SON):	NAME OF CABINETMAKER:

Providing us with your Sales Order Number (SON) is essential for any claim.

Remember to retain proof of purchase.

To register your Warranty, email this original Warranty form to:

sales@impresspanels.co.nz