

EGR Decor PETLite Decorative Panel Products Full Warranty Statement

February 2024

Summary

EGR PETLite decorative panels are manufactured in Southern California, USA. Visit www.petliteusa.com.

Definitions

Term	Description
EGR or EGR Decor	Oakmoore Pty Ltd trading as EGR or EGR Decor
General Application (Residential)	Any application installed in a residential dwelling either attached, semi attached or detached.
General Application (Commercial)	Any application installed in non-residential premises including, but not limited to an office, restaurant, bar, hotel, institutional building, private business or retail outlet.
Product/s	The Products supplied by EGR that are covered by this Warranty including PETLite panels (laminated by EGR), PETLite SHAB and PETLite ABS edge band
Specific Applications	PETLite products are supplied for use in non-structural decorative vertical interior and light duty horizontal applications. Refer section below for more details
Warranty Term	Means, for each Product, the term of the warranty specified in the table below.

Specific Applications

PETLite products are ideal for use in a range of vertical applications including but not limited to:

- ✓ Residential and commercial cabinetry faces including kitchens, laundry and vanity cabinets and closets
- ✓ Residential and commercial furniture faces and shelving
- ✓ Commercial wall panels and store fixtures faces
- × Note that PETLite products are not intended for use as structural or built-in elements. If the Products are used in structural or built-in applications, EGR's warranty liability is limited to replacement material only and only for defects in manufactured product

Warranty Terms

Product	Application	Warranty Term
PETLite Panels (manufactured by EGR) PET Laminate (SHAB) PETLite edge band	Residential	2 Years from date of purchase

Product	Application	Warranty Term
PETLite Panels (manufactured by EGR) PET Laminate (SHAB) PETLite edge band	Commercial	1 Year from date of purchase

1. Application of Warranty

This warranty only applies to PETLite products:

- a) Sold by EGR, or any of its approved suppliers, that have been paid for in full; and
- b) Purchased on or after February 1, 2024. Proof of purchase is required from the approved supplier for a valid warranty claim.

2. EGR Warranty

EGR warrants that the Products supplied to you will, under normal use, be free from defects arising from manufacture of the Product. This warranty is given for the Warranty Term identified in the table shown. The warranty applies to the original purchaser only and is not transferable.

3. What the warranty does not cover

This warranty does not cover any other product used or installed in connection with the Product.

This warranty does not extend to any damage, defects or failures within the Product, including (but not limited to) to those that (in EGR's opinion) directly or indirectly result from or are attributable to:

- a) Water damage, including damage from steam and/or excessive moisture; or
- b) Heat damage, due to incorrect installation or use of the Product near ovens, hotplates, or other sources of high heat, such as deformation, cracking, discoloration, and scorching; including damages resulting from placing hot pans, pots, or similar objects directly on the product's surface, or any other form of harm caused by excessive direct or radiant heat exposure; or

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- c) Heavy weight or impact – including placing heavy objects on the Product, applying substantial weight through standing, sitting, or lying, and subjecting the Product to excessive impact or mishandling, such as objects being scraped along, thrown, or dropped on its surface; or
- d) Acidic food products – exposing the Product to acidic food products such as salt, vinegar, tea, and citric fruit juice; or
- e) 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
- f) Using inappropriate cleaning products – exposing the Product to abrasive creams or scour pads, powder cleanser, furniture polish/wax/powder; oven cleaner, drain cleaners, sugar soap or strongly alkaline, acidic cleaners or other non-recommended cleaning products; or
- g) Failure to clean and maintain as recommended – including not following cleaning recommendations set out in our “Cleaning Guide” found at www.petlite.net, or
- h) Normal “wear and tear” – including defects resulting from normal use such as scratches, scuffs, stains, burns, wipe marks, chipping, dents, and/or cuts, or
- i) Incorrect fabrication or installation – All EGR products must be fabricated and/or installed in accordance with the specifications outlined in AS 4386:2018 - Cabinetry in the built-in environment - Commercial and domestic. This includes not following the recommended fabrication and installation recommendations set out in the latest version of the PETLite Technical Data Sheet found at www.petliteusa.com, or
- j) Structural or support changes – Any alteration impacting the building or application where the Product is installed, leading to damages like twisting, warping, bowing, cupping, or shrinkage of the Product, including movements induced by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structures on which the product is installed, or off-road usage i.e., caravan or recreational vans.
- k) Thermoforming / Bending – PETLite is not designed to be heat bent / formed and therefore any attempt to do so by a fabricator will void the Product warranty; or
- l) Lamination not done by EGR – including any damage and or delamination from substrate where the lamination was carried out by a third party other than EGR; or
- m) Unauthorized modifications – including any modifications or work done to the Product by any person other than EGR or approved suppliers; or
- n) Inappropriate use – including the use of the Product in outdoors and other similar conditions that exposes the Product to excessive direct or indirect UV light leading to overall fading, excessive moisture or corrosive environments; or
- o) Horizontal surface applications – including the use of the Product in any way that deviates from vertical applications or light horizontal applications, such as countertops, floors, or other heavy duty horizontal usages; or
- p) Natural aging – including any deviations in color or gloss level within the Product, including replacement, and any changes or diminishing of color, shine, or gloss level over time; or
- q) Incorrect handling – including scratches, scuffs, dents and any other imperfections resulting from dragging, pulling or dropping the panels, or occurring from dust, timber chips or other particles trapped between or underneath a panel; or
- r) Incorrect storage – failure to comply with standard storage guidelines, such as horizontal placing items in flat surfaces away from heat, moisture and direct sunlight, and using proper strapping techniques, such as four equally spaced straps and bearers of equal height, thickness and material; or
- s) Imperfections – including any defect or variation that are clearly detectable prior to fabrication, inspecting for any clearly detectable defects or variations before the Product is cut or modified in any way is essential; or
- t) Bowing – due to the inherent properties of the organic material that may result in slight bowing. Bowing as a result of excessive direct or indirect heat or inappropriate fabrication, storage or handling is not covered by the warranty; or
- u) Color change – due to any internal or external light source including sunlight, artificial light or ambient light; or
- v) Delamination or fiber split – due to a deliberate and intentional action of removing the laminate from any of the panel's exposed edges.
- w) Other specified causes – including any other causes specified in the Product information provided at the time of installation as being excluded from this warranty; or
- x) Other – including any natural occurrences, acts of God, physical abuse, vandalism, misuse, accidents, or other incidents beyond EGR's control.

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4. What EGR will do

When a claim is made under the terms of this Warranty, and it is established to EGR's satisfaction that there is a manufacturing defect in the Product and is legitimately covered under this warranty, then EGR or its authorized representative may, at EGR's choice:

- a) either repair the Product at EGR's premises or on site (as elected by EGR); or
- b) provide a replacement Product (in a manner EGR considers reasonable); or
- c) provide a refund of 100% of the applicable PETLite product/s' original purchase price for the first 6 months after purchase, and then a reduced value of the original purchase price of 20% per 6 months thereafter, where the claim is made during the Warranty Term.

5. Exclusion of Liability for Consequential Loss

To the extent permitted by law, EGR 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 EGR or any of its approved suppliers, employees or agents.

6. Commencement of Warranty

This warranty becomes valid only when EGR has been paid in full for all Products used. Warranty is valid from the date of purchase in full, Warranty Term does not recommence if a warranty claim is made. In this case the original warranty commencement date remains, and the Warranty Term is determined from this date.

7. Limitations

To the extent permissible by law, EGR's liability is limited to replacement of Product, repairing the Product or acquiring an equivalent Product as determined by EGR or providing a refund in accordance with clause 4 of this document.

8. Cost claim

EGR will be liable for the cost of the replacement of the PETLite Product for the warranty period. All other costs will be the claiming party's responsibility.

9. Statutory Warranties

Our products are guaranteed in accordance with local regulations and laws. You have the right to receive a replacement or refund for a major failure, as well as compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if they do not meet acceptable quality standards, provided that the failure does not constitute a major failure.

This Warranty is given in addition to the rights and remedies available under local regulations and laws.

10. To make a Claim

For any enquiries or to make a claim under this Warranty, please contact our Customer Service team at:

EGR Décor
2041 S Lynx Place
Safari Business Center
Ontario, CA 91761
USA
E: info@petliteusa.com
T: 909 295 6622

Warranty claims must include the following details:

- ✓ Your name
- ✓ Address
- ✓ Phone number
- ✓ The fabricator or installer's business name,
- ✓ Proof of purchase of product including sales order numbers and dates of purchase.
- ✓ Installation address
- ✓ Colour and style of Products installed.
- ✓ Invoice from fabricator or installer to property owner.