



LUMO EXTERIOR LIMITED WARRANTY

This warranty against defects of the Lumo Exterior product ("the Product") is given by Lumo Exterior Pty Ltd ACN 676 542 368 (We, us, our or Lumo Exterior). Our contact details are set out in clause 2.7. This warranty statement only applies to Products purchased in Australia.

1. Consumer guarantees

1.1 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.

1.2 To the extent we are able, we exclude all other conditions, warranties and obligations which would otherwise be implied.

2. Warranty against defects

2.1 This Warranty is in addition to and does not limit, exclude or restrict your rights under the Competition and Consumer Act 2010 (Australia) or any other mandatory protection laws that may apply.

2.2 Lumo Exterior warrants to the Original Purchaser of the Products that the Products shall be free from material manufacturing defects and shall not splinter, rot, split, or suffer structural damage from termites or fungal decay under normal use and proper service conditions, and according to the Lumo Exterior Installation Guidelines for the warranty period (see warranty table) from the date of original sale (or another period we agree to in writing). For the purpose of this warranty, the Original Purchasers are the owners of the real property upon which the Products are installed ("Original Purchaser").

2.3 Subject to our obligations under clause 1.2, we will at our option, either repair or replace goods which we are satisfied are defective. We warrant any replacement parts for the remainder of the period of warranty for the goods into which they are incorporated.

2.4 To the extent permitted by law, our sole liability for breach of a condition, warranty or other obligation implied by law is limited

- (a) in the case of goods we supply, to any one of the following as we decide -
 - (i) the replacement of the goods or the supply of equivalent goods;

- (ii) the repair of the goods;
- (iii) the cost of repairing the goods or of acquiring equivalent goods;

(b) in the case of services we supply, to any one of the following as we decide –

- (i) the supplying of the services again;
- (ii) the cost of having the services supplied again.

2.5 For repairs outside the warranty period, we warrant our repairs to be free from defects in materials and workmanship for five years on newly replaced parts only from the date of the original repair or replacement. We agree to re-repair or replace (at our option) any materials or workmanship which we are satisfied are defective. Lumo Exterior does not provide repair services outside of the warranty period.

2.6 We warrant that we will perform services with reasonable care and skill and agree to investigate any complaint regarding our services made in good faith. If we are satisfied that the complaint is justified, and as our sole liability to you under this warranty (to the extent permitted at law), we agree to supply those services again at no extra charge to you.

2.7 To make a warranty claim you must before the end of the applicable warranty period (see warranty table), at your own cost:

- (a) send pictures or other evidence of the defective Product,
- (b) provide written details of the defect;
- (c) return the Products you allege are defective if they have not yet been installed; and
- (d) provide proof of the original purchase of the Product from an authorised Lumo Exterior distributor by giving us an original or copy of the sales invoice or some other evidence showing details of the transaction which must show the date of purchase of the Product.

2.8 Send your claim to:

- (a) The authorised retail store from where you purchased the Product; or
- (b) Lumo Exterior Pty Ltd

16 George Street, Clyde NSW2142, Email: info@lumoexterior.com.au

2.9 If the warranty claim relates to Products that have already been installed, the purchaser must inform Lumo Exterior of the warranty claim and make an appointment for a representative of Lumo Exterior to visit the relevant site where the alleged defective product has been installed. The representative of Lumo Exterior will make a warranty claim report upon which Lumo Exterior will determine whether the installed Products are defective.

3. Warranty period

3.1 We provide the following warranty on the Products. No replacement during the warranty period will renew or extend the warranty period past the period from original date of purchase.

Products/Services	Residential Product Warranty - Period	Commercial Product Warranty - Period
Cosmo Series (140mm)	25 years from the date of original purchase	10 years from the date of original purchase

Products/Services	Residential Product Warranty - Period	Commercial Product Warranty - Period
Castellated Cladding	15 years from the date of original purchase	12 years from the date of original purchase
ASA Plank Cladding	15 years from the date of original purchase	12 years from the date of original purchase

4. What this warranty does not cover

4.1 This warranty will not apply in relation to:

- (a) Products modified or altered in any way;
- (b) repairs to Products performed other than by our authorised representative;
- (c) defects or damage to Products resulting from misuse, accident, impact or neglect;
- (d) Products improperly installed or used in a manner contrary to the relevant instruction manual or local building codes or any applicable laws;
- (e) movement, distortion, collapse or settling of the ground or the supporting structure upon which the Products are installed;
- (f) any Act of God, including but not limited to, flooding, hurricane, lightning, earthquake, tornado, cyclone, hail, wind, etc. environment condition, including mould, mildew, etc;
- (g) direct or indirect contact with the Products of high reflective glass sun reflection and extreme heat sources;
- (h) the application to the Products of paints, stains, surface treatments or other chemical substances including but not limited to cleaners or pesticides;
- (i) improper handling, storage, abuse or neglect of the Products by the purchaser or any other party;
- (j) impact from objects on the Products;
- (k) ordinary wear and tear of the Products;
- (l) fading, flaking or other deterioration of any paints, stains or other coatings placed on the Lumo Exterior Products;
- (m) variations or changes (Minor) in colour or embossing patterns of the Products; or
- (n) extra modifications to the Products such as drill tables, drill chairs, and other drill products.

5. Who is covered by this warranty?

5.1 This warranty only covers the Original Purchaser of the Product.

6. Care and Maintenance

6.1 After installation of the decking, cover the deck to avoid the concrete or gyprock dust settling on the deck and avoid walking on the new deck with dirty footwear. Lumo Exterior recommends leaving the laying of your new deck until after all other building works have been completed.