

## Alpine Ultra HMR 7 Year Product Warranty

Alpine MDF Industries Pty. Ltd. warrants that the Alpine Ultra HMR board is of first quality, free from defect and conforms with the technical specifications detailed in the Alpine Ultra HMR Technical Data Sheet (TDS) which is current at the date of purchase.

This warranty applies for a period of seven years from the date of purchase from the product supplier.

### Definitions

- 1) **Australian Consumer Law** mean the Australian consumer law set out in Schedule 2 to the Competition and Consumer Act 2010
- 2) **TDS** means Alpine Ultra HMR Technical Data Sheet available for download at [www.alpinemdf.com.au](http://www.alpinemdf.com.au)
- 3) **Supplier** means the authorized distributor or reseller or Alpine Ultra HMR
- 4) **Customer** means the company or individual who purchased the Product from the Supplier or directly from Alpine MDF Pty. Ltd.
- 5) **Product** means Alpine Ultra HMR panels
- 6) **Claim** means a claim made under this warranty

### Warranty Details

In the event of any failure of the Product caused by the direct result of a defect in material or manufacture of the Product purchased by the Customer, Alpine MDF Industries will at its option,

- replace
- repair
- supply an equivalent product
- or pay for doing one of these

In the event of replacement or supply of equivalent product, the warranty of the new replacement product or new supply product will expire on the same date as the warranty period of the original product being replaced.

### What's not covered

- i. Failure to follow any of the procedures recommended in the TDS that is current at the date of purchase from the Supplier.
- ii. Failure due to improper installation. Installation must be carried out by a suitably trained and qualified installer.
- iii. Damage caused by acts of god, or other incidents / occurrences beyond the control of Alpine MDF Industries Pty. Ltd. Including without limitation, fire, theft, storm and floods.
- iv. Damage caused by direct exposure to the weather as per the TDS.
- v. Product that has not been properly coated or sealed on all surfaces and edges as per the TDS.
- vi. Damage caused by prolonged direct exposure to moisture.
- vii. Product that has been subject to misuse, physical abuse or neglect.

### Claim Process

The claim process is as follows:

The Customer can lodge a Claim through the Supplier that the Product was originally purchased from or with Alpine MDF Industries if the Product was purchased direct, within 30 days of any defect arising. The Customer must provide original proof of purchase from the supplier.

The Supplier must notify Alpine MDF Industries in writing via email to their Alpine representative or to:

**Alpine MDF Industries Pty. Ltd.**  
PO Box 804,  
Wangaratta, Vic, 3677  
Tel : 03 5721 3522  
Email: [enquiries@alpinemdf.com.au](mailto:enquiries@alpinemdf.com.au)

Following receipt of a notification, Alpine MDF will contact the customer and arrange for an inspection of the Product. The Customer must allow Alpine or its representative access to the claimed Product. If the defect have been verified, Alpine will exercise its options to compensate the Customer in a timely manner.

### Important

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 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.