



AUSTRALIA GYPSUM WARRANTY CERTIFICATE

Knauf takes pride in the quality of our products. Knauf products are designed and manufactured to a very high standard that meets or exceeds local standards and certification requirements. Knauf Gypsum Pty Ltd (Knauf) stands behind our products and warrants our products according to the terms and conditions below.

Our warranty

Knauf warrants our manufactured plasterboard products (Products) to be free of defects in materials or manufacture and will comply with the local standards specified in Knauf's technical literature, at the time of manufacture. Please check with your local Knauf representative or visit the relevant official Knauf website for more details.

The benefits of this warranty are in addition to other rights and remedies available at law, including any consumer guarantees.

What is not warranted

This warranty only applies where the Products are installed using the components and accessories specified, and in accordance with the instructions detailed, in Knauf's technical literature.

This warranty will not apply where:

- the Product has been used for a purpose which is not specified in Knauf's technical literature; or
- the Product has been the subject of defective installation work; or
- the Product operates as a component within a system and the recommended products, compounds, fasteners, accessories or components, as specified in Knauf's technical literature, have not been used.

Warranty period

This warranty will expire after 10 years from the date of supply of the Product.

How to make claim

Any claim under this warranty must be received by Knauf within 30 days of the expiry of the warranty period. You can make a claim under this warranty by writing to Knauf.

It is a condition of this warranty that Knauf be provided with the following details at the time of submitting any claim under this warranty (as well as any further information reasonably requested by Knauf following receipt of a claim):

- proof of purchase of the Product (for example, receipt; credit card statement);
- a reasonable opportunity for Knauf (and its nominated expert) to inspect the Product the subject of the claim prior to any rectification works being performed.

What will we do

If Knauf validates the claim, Knauf will, at its option:

1. repair the Product;
2. replace the Product with a product that is at least equivalent to the original product in function and quality; or
3. refund the purchase price paid for the Product.

Any expense incurred in making a claim under this warranty will be borne by the claimant and not by Knauf. Knauf will not be liable for any loss of revenue, loss of profits, loss of anticipated savings or business, loss of value of goods (other than cost of repair), loss of opportunity or expectation loss or any form of consequential, special, indirect, punitive or exemplary loss or damages under this warranty. The maximum liability under this warranty is limited to the amount paid for the Products.

The following applies if the claimant is a 'consumer' under the Australian Consumer Law:

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.

Murray Read

Member of Knauf Group Management Committee for Asia Pacific Gypsum