



EVERWOOD WPC - WARRANTY TERMS

1. Limited Warranty Period: All warranties expire 10 years from the date of invoice either directly from Indigo or our authorised sales and service partners only.

2. Periods for Parts: Warranties are applicable to all parts of installation in the finished product application. This includes Everwood WPC profiles and other components used to complete the Everwood application.

3. Explanation of Limited Warranty: EVERWOOD warranties are limited, promising to repair or replace parts which have a manufacturing defect in material or workmanship. The warranty is "limited" because it is provided for a limited period of time with certain restrictions. Extension of explanation on warranty:

- Everwood Planks & Profiles: Fading, cracking, splintering or deterioration due to normal weather conditions. Warranty does not include cracking, bending or damage due to improper installation or non-compliance with span widths, inserts, installation specifications or methods. Warranty is not applicable if the composite profiles are submerged in or hold water for long periods.
- Clips, Fittings, Fixtures and Framework: Deterioration in condition of these parts & components is limited to change in condition of parts due to exposure to normal weather conditions, and failure of the application itself, due to deterioration of these parts. Warranty is not applicable if these parts are submerged in or hold water for long periods.

4. Our Warranty: Indigo will through ourselves or our authorized partners / installers, repair or replace any genuine parts of boards and parts which are found by us to be defective in design, material or workmanship. The defect must occur during normal & specified use of the product and within the warranty period. Repairs and replacements covered by the warranty will be at no charge for the part or labour to replace it subject to certain limitations. Repairs shall be effected only with genuine components or parts approved by us. In the event of scaffolding or other site preparation required to complete the replacement or repair of the Everwood installation under warranty, the customer shall provide the necessary equipment to carry out the scope under warranty.

5. Exclusions, Limitations & Responsibilities: a. General Exclusions: Our warranty will not cover the following failures : (i) Failures resulting from carelessness in use, negligence, or from failure to properly maintain; (i) Failures that result from uses exceeding or otherwise outside the limitations stated in the product specifications; (ii) Failures caused by a modification or alteration that is not approved; (iv) Failures resulting from a repair which is done other than by an authorized EVERWOOD service provider; (v) Failures for which the customer fails to provide the information, materials and damaged parts, required by us to determine the cause of the failure. Or (vi) Failures for non-compliance with specified and proper installation methods.

b. Customer Responsibilities: Being an outdoor product, this warranty does not cover normal wear and tear due to dust, rain and weathering. It is the customer's responsibility to maintain the application in accordance with instructions provided by EVERWOOD. We recommend that you ask for and keep records of maintenance instructions to be followed. It is also your responsibility not to operate cleaning equipment other than recommended for Everwood applications. If a defect in materials or workmanship occurs, it is your responsibility to contact EVERWOOD or our authorised partner immediately so that repairs can be made in a timely manner. Failure to inform us timely, may allow for further deterioration of the product or application beyond conditions of repair or replacement under warranty.

6. Presentation of Certificate: You must present the original / copy invoice provided by EVERWOOD or our authorised partner in order to request warranty protection.

7. Limitations: Your Everwood limited warranty is not applicable for damage due to natural calamities or act of god that may affect or damage the application.