

Hallmark Decorative – PureMatte Warranty

Hallmark Decorative is a division of Hallmark Group Ltd, a NZ-owned company. We proudly stand behind our product quality. If any of our products fail to meet product standards claimed we will work with the relevant parties to help resolve the issue.

PRODUCT WARRANTY

Hallmark Group offers a 10 year warranty on PureMatte when used for its intended purpose as interior cabinetry, and is stored and installed in accordance with best practice and relevant Standards and New Zealand Building Code requirements.

The PureMatte warranty covers all variants within the PureMatte range for a period of 10 years from the date of purchase. Hallmark Decorative warrants that PureMatte products will be free from defects caused by factory workmanship or materials and, subject to compliance with usage, storage and installation conditions, and that PureMatte will perform to the extent set out in published literature current at the time of installation. This document does not exclude or modify any legal rights a customer may have under the Consumer Guarantees Act.

CONDITIONS OF WARRANTY

This warranty is subject to the following conditions. Failure to adhere to these conditions shall void this warranty:

- (a) Receipt of your written claim as soon as practicable but in any event within 30 days after the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation. We may also request proof of purchase as a condition to considering your claim. The customer must allow the Hallmark Group to inspect the product to verify the defect;
- (b) If a warranty claim is made on installed product, installation must be in strict compliance with all relevant provisions of the current New Zealand Building Code, and in compliance with other regulations and standards that apply to the project. Installation must be carried out by qualified tradespeople using good trade practice;
- (c) This warranty is for the sole benefit of the Customer (the original purchaser of the product) and is not transferable;
- (d) If a claim under this warranty is covered, we will work with you to find a solution, which might involve product replacement and assistance with replacement work. Any replacement products may result in slight colour differences between the original and replacement product. Depending on the situation, notwithstanding the foregoing, Hallmark Group will, at its option, (1) supply replacement product, (2) rectify the affected product or (3) pay for the cost of the replacement of the affected

product. This warranty covers the cost of all reasonable delivery and labour charges that are necessary for the repair or replacement of the affected product. Hallmark Group will not be liable for any losses or damages arising as a result of the breach of warranty or the defective product other than as set out in this paragraph;

(d) This warranty does not apply to, and Hallmark Group will not be liable for, any claims, damages or defects arising from or in any way attributable to events outside of PureMatte's control. The customer agrees that the Hallmark Group will not be liable for any claims, damages or defects arising from or in any way attributable to:

- (i) Poor workmanship (by any person other than Hallmark Group);
- (ii) Incorrect storage
- (iii) Incorrect installation conditions (PureMatte is strictly an indoor product)
- (iv) Poor design or detailing;
- (v) Settlement or structural movement and/or movement of materials to which the PureMatte is attached;
- (vi) Physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, scratches (other than minor surface scratches), scuffs, burns, stains, exposure to chemical products or normal wear and tear;
- (vii) Discolouration from UV exposure;
- (viii) Variation in colour, pattern, shade of the material against the sample material, displays and/or printed illustrations;
- (ix) Performance of any paint/coatings applied to the Product;
- (x) Any act of God, including earthquakes, cyclones, floods or inclement weather, or acts of war (whether declared or not), insurrection, civil disobedience or terrorism, or any other matter which is beyond the Company's reasonable control;

All enquiries in relation to this warranty should be addressed in writing to:

Hallmark Group Customer Service

355 Flaxton Road, Rangiora 7400

Email: info@hallmarkgroup.co.nz

Phone: 03-313 4754