

OVERVIEW

Woodhouse Edgeline® is a range of pre-primed Radiata pine building products manufactured for interior applications. Woodhouse Edgeline® is highly suited to installation as architraves, skirtings, window reveals, door jambs, lining boards and trims in sheltered indoor locations protected from termite and fungal decay hazards.

PRODUCT WARRANTY

Woodhouse Timber Company (**Woodhouse**) guarantees that Woodhouse Edgeline® products will be free from defects in materials or workmanship for five (5) years from the date of supply, subject to the exclusions and limitations set out in this Warranty.

If Woodhouse determines that a claim has been validly made under this Warranty, Woodhouse will, at its discretion, either:

1. Supply the same amount of the Woodhouse Edgeline® product as was determined to be defective without charge; or
2. Refund the value of the Woodhouse Edgeline® product which was determined to be defective to the purchaser or homeowner.

EXCLUSIONS AND LIMITATIONS

To the maximum extent permitted at law, this limited guarantee specifically limits and/or excludes claims, costs or damages against Woodhouse Timber Company as follows:

- Damage to or degradation of Woodhouse Edgeline® products caused by anything other than defects in materials or workmanship – such as termite attack, fungal decay, weathering, corrosion, bleaching, staining, shrinking, swelling, distortion, mechanical wear and tear, and any other cause outside the reasonable control of Woodhouse Timber Company.
- Damage to or degradation of Woodhouse Edgeline® products caused by installation into applications for which they are not designed or are not suitable, including in exterior locations, or applications that subject the products to undue stresses and extreme environmental conditions – such as in shower cubicles, locations immediately adjacent to baths or spas, and in sink, basin or laundry tub splashbacks.

Please note that Woodhouse Timber Company does not recommend and will not warrant the installation of Edgeline® products in outdoor applications, including under eaves, patios, porches or verandahs.

- Damage to or degradation of Woodhouse Edgeline® products caused by poor installation methods and irregular or inadequate maintenance schedules.
- Any inherent physical properties or qualities of wood itself, such as strength, general appearance, wane, checking, splitting, fibre pull, shrinkage, swelling, warping and twisting.
- Any minor or aesthetic imperfections that do not significantly affect the functional capacity of the Woodhouse Edgeline® product.
- Any Woodhouse Edgeline® products that are used in a manner inconsistent with the National Construction Code and relevant Australian Standards, or in contravention of local building regulations and standards.
- Any Woodhouse Edgeline® products that are removed from their original installation and reused at a new location.
- All other costs, damages, injury compensation, or consequential losses (including, but not limited to, loss of profit, loss of use of plant or facility, loss of opportunity, loss of goodwill or special or punitive damages) to other property, the purchaser, or any other party howsoever caused as a result of using the products (except where such liabilities cannot be excluded or limited by law).

FINISHING REQUIREMENTS

Woodhouse Edgeline® is supplied pre-primed with a water-based acrylic primer, and must be overcoated with at least two (2) coats of a premium topcoat within twelve (12) weeks of installation and to a tradesman-like standard. This guarantee excludes claims, costs or damages resulting from a failure to apply finishes to Woodhouse Edgeline® products or maintain the paint systems given to products following installation. It also excludes damage to Edgeline® products caused by the use of cheap or poor quality paint systems.

MAKING A CLAIM

To make a claim under the framework of this limited guarantee, you must notify Woodhouse Timber Company of your claim within thirty (30) days of discovering the alleged product failure or defect by using the warranty claim form available online at <https://www.woodhouse.com.au/product-warranty-claim-form/>, and before conducting any works to remedy the claimed defect.

Alternatively, you may make a claim by contacting Woodhouse Timber Company in writing at the following address:

Attention: Product Manager
Woodhouse Timber Company
PO Box 487
Mt Ommaney, Queensland 4074
Australia

Claim documentation that is submitted to Woodhouse Timber Company should include both proof of purchase and a written statement outlining the nature of the alleged product failure or defect.

Before assessing any claim, we may require you to submit additional supporting information, including photographs of the Woodhouse Edgeline® product and installation environment, and/or samples of goods demonstrating the claimed defect. Woodhouse Timber Company will also need to be permitted to inspect and test the alleged failed Woodhouse Edgeline® product and any structure in which it is incorporated in order to assess the validity of your claim.

Any failure to submit proof of purchase or other supporting information, or allow Woodhouse to inspect and test the alleged failed Woodhouse Edgeline® product, may result in the refusal of your claim.

If Woodhouse Timber Company determines that your claim is valid, replacement or reimbursement will be carried out according to the terms outlined in this limited guarantee. This warranty does not cover any costs incurred in:

- preparing a claim;
- removing and disposing of redundant wood products from site;
- installing replacement wood products;
- access and vehicle transport to site;
- administrative costs associated with rectification works; and
- consequential losses (including, but not limited to, loss of profit, loss of use of plant or facility, loss of opportunity, loss of goodwill or special or punitive damages).

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 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.

This limited guarantee is independent of any other warranties and legal protection which you, the purchaser or owner, may have against the manufacturer or reseller of Woodhouse Edgeline® building products, and does not limit or modify any other rights that you have under the law.

EXTERIOR APPLICATIONS

For exterior, above-ground applications that require protection against termite and fungal attack, we recommend Woodhouse Weatherproof®.

Information on and installation guides for our portfolio of premium building materials can be found at www.woodhouse.com.au.

Woodhouse Edgeline® is a registered trademark of the Woodhouse Timber Company.