

OVERVIEW

Woodhouse Clear Grain™ Interior is a range of preprimed Radiata pine building products manufactured for interior applications. Woodhouse Clear Grain™ Interior is highly suited to installation as privacy screening, batten, lining, moulding, handrail and trim in sheltered indoor locations protected from termite and fungal decay hazards.

PRODUCT WARRANTY

Woodhouse Timber Company guarantees that Clear Grain™ Interior products will be free from defects in material or workmanship for seven (7) years from date of supply, subject to the exclusions and limitations set out in this Warranty.

If a Clear Grain™ Interior product is determined to be defective within this warranty period, it will be remedied or replaced according to the specified terms and conditions in this limited product guarantee.

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 Clear Grain™ Interior 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 Clear Grain™ Interior 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 Clear Grain™ Interior products in outdoor applications, including under eaves, patios, porches or verandahs.

- Damage to or degradation of Woodhouse Clear Grain™ Interior products caused by poor installation methods and irregular or inadequate maintenance schedules.
- Any minor or aesthetic imperfections that do not significantly affect the functional capacity of the Woodhouse Clear Grain™ Interior product.
- Any Woodhouse Clear Grain™ Interior 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 Clear Grain™ Interior 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 Clear Grain™ Interior is supplied preprimed with Intergrain Universal™ Timber Oil, and must be overcoated with at least two coats of a quality penetrating or film-forming finish 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 Clear Grain™ Interior products, or maintain the coating systems given to products following installation. It also excludes damage to Clear Grain™ products caused by the use of cheap or poor quality coating systems.

Weathering characteristics and/or colour changes that develop as a result of the application of clear or 'natural' finishes are also excluded from this Guarantee. These finishes can allow ultraviolet light to degrade the substrate beneath the coating film and are applied at the risk of the installer.

MAKING A CLAIM

To make a claim under the framework of this limited guarantee, you must notify Woodhouse Timber Company of your claim within 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 Clear Grain™ 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 Clear Grain™ product and any structure in which it is incorporated in order to assess the validity 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;
- 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 Clear Grain™ building products, and does not limit or modify any other rights that you have under law.

EXTERIOR APPLICATIONS

For exterior above-ground applications that require protection against termite and fungal attack, we recommend Woodhouse Clear Grain™ Exterior.

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

Woodhouse Clear Grain™ is a registered trademark of the Woodhouse Timber Company.