

Warranty — Alor Timber Veneer Panelling

APPLIES TO THE FORTÉ TIMBER VENEER PANELLING COLLECTION

7 YEAR RESIDENTIAL & COMMERCIAL WARRANTY

Innovate Group Limited ("Forté") warrants that for a period of 7 years from the date of purchase of the product, it will be free from manufacturing defects when installed indoors and used under normal residential and commercial conditions¹. Forté also warrants that for a period of 7 years from the date of purchase any accessories supplied by Forté, will be free from manufacturing defects.

¹Normal residential and commercial conditions mean those daily activities commonly associated with residential use, as well as care & maintenance according to specific instructions for this product. Covers foot traffic, fixed furniture, and light non-fixed furniture. Excludes applications where heavy non-fixed furniture and/or heavy or sharp machinery and equipment are used.

WHAT ARE MANUFACTURING DEFECTS?

Manufacturing defects include:

The warping or twisting of individual planks. Warping or twisting refers to a board independently distorting when compared to adjacent boards.

The separation of the top layer (lamella) from the bottom layer due to a glue bond failure (commonly known as delamination).

WHO/WHAT IS COVERED?

All warranties (including any implied warranties) are non-transferable and are provided to the original purchaser of the product, or if the original purchaser is a builder or developer, to the owner of the residential home 12 months after the purchase of the product. The claimant must provide proof of purchase when submitting a claim. This warranty is valid only for products that have been paid for in full.

This warranty only applies where the product has remained installed at the same location at which it was first installed after its sale by Forté.

The product installation must strictly adhere to the current New Zealand Building Code, along with all local regulations, laws, and standards. Additionally, any other products, such as coating and jointing systems, used with the product must be applied, installed, and maintained according to the manufacturer's instructions by qualified tradespeople following good trade practices.

The product should be fabricated, installed, and maintained in accordance with the current guide provided by Forté at the time of installation. It is essential to use the components or products specified in the guide during installation. Any other products, such as coating and jointing systems, used with the product must also be applied, installed, and maintained correctly following the manufacturer's instructions. qualified tradespeople should handle the installation using good trade practices and must adhere strictly to the current New Zealand Building Code, along with all other applicable laws, regulations, and standards.

Fabrication & Installation warranties should be sought from those companies or individuals completing the fabrication & installation.

WHAT IS NOT COVERED?

This warranty does not cover damage to the product caused by improper fabrication or installation or failure to follow the relevant current Forté guides at the time of fabrication and installation, nor the following:

1. Inferior workmanship (by anyone other than Forté)
2. Settlement or structural shifting, movement of materials the product is attached to
3. Faulty design or detailing
4. Physical misuse, accidents, exposure to excessive heat or moisture, use of inappropriate cleaning products, improper maintenance, scratches, burns, stains, fading, or normal wear and tear
5. General fading or discoloration due to UV exposure
6. Efflorescence or performance issues with paint/coatings on the product
7. Discrepancies in colour, pattern, or shade compared to the sample material provided
8. Natural disasters, war, civil unrest, terrorism, or any uncontrollable circumstances
9. Minor defects that do not meet visual defect criteria
10. Improper care and cleaning outside of what is recommended in the [Care & Maintenance guide](#).

WHAT IS CONSIDERED ACCEPTABLE QUALITY?

Timber, being a natural product, will vary in grain pattern and colour and this is to be expected and is considered acceptable quality.

Timber can and most likely will experience some degree of colour change when exposed to UV light. This is to be expected and is considered acceptable quality.

Timber can shrink or expand in response to climate conditions such as extreme temperatures and/or humidity.

MAJOR FAILURE

As timber is a natural product and responds to the environment it is in, small splits in the surface of the floor can occur within the first 12-24 months after installation. This is known as surface checking and should be considered normal. In addition, small surface blemishes in the coating or gaps that appear between boards because of seasonal or environmental changes can also be expected. The coating used to pre-finish Forté Timber is not scratch or chip "proof" and reasonable care should be taken to prevent these from happening. In addition, some gloss variation between boards installed may occur.

Note that gloss variation, surface checking, scratches, chips, gaps, or small blemishes are not considered as major failure and are considered part of purchasing a natural timber floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

NEW ZEALAND CONSUMER GUARANTEES ACT

Nothing in this document shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified at law.

MAKING A CLAIM

If you believe your veneer panelling is failing to perform in accordance with this warranty or as required by New Zealand Consumer Law, please submit a Warranty Request under the Customer Service section of the [website](#). This should be done within 7 days of discovering the performance matter.

The request will be assessed by Forté, and you will be contacted about the result and/or more information (including arranging a site visit if required).

In the event that a claim is authorised, a remedy will be issued in writing by Forté. Remedies will be tailored to suit individual circumstances. Remedies can vary depending on the condition of the panel and warrantable area from full panel replacement to the repair of individual areas. The remedy on each claim will be at the sole discretion of Forté. Should panel replacement be necessary, new panels from the current batch will be supplied to replace or repair panels. This warranty is in addition to, and has no impact on, statutory rights of any purchaser.

If your product was manufactured and installed by a professional contractor recommended by Forté, Forté will also pay for the professional labour cost to uplift and reinstall the replacement panels.

Forté will not pay for your time associated with making the claim, the cost of cleaning, repainting, expert advice, obtaining quotations, accommodation, moving or replacing furniture, cabinetry, equipment or fittings or the disposal of panelling or packaging (subject to any additional remedies you may have under the New Zealand Consumer Law). Any replacement products are warranted hereunder only for the remaining time of the original warranty and are not guaranteed to match in colour, grain and gloss with the original product.