

TERRACOTTA ROOFING PRODUCTS

Monier[™]
SAINT-GOBAIN



WARRANTY

WARRANTY

CSR Building Products Limited t/a Monier Roofing ("Monier Roofing") warrants that (subject to the conditions and exclusions set out below) Monier terracotta roof tiles, including ridge, barge and apex tiles, (Products):

- meet the applicable requirements of the NCC at the date of manufacture;
- will remain free from manufacturing defects from the date of purchase for a period of 30 years; and
- will retain their colour from the date of purchase for a period of 30 years.

If Products have been repaired or replaced, the repaired or replaced tiles are warranted for the remainder of the original 30 year warranty term.

CONDITIONS

This warranty will only apply:

- to Products installed by a qualified tradesperson in accordance with the Australian Building Code, other relevant laws and industry codes and Monier Roofing guides current at the time of purchase;
- to Products cleaned and maintained in accordance with Monier Roofing guides; and
- where Monier Roofing is provided a reasonable opportunity to inspect any alleged defective Product in situ prior to any repair, removal or replacement taking place.

EXCLUSIONS

- This warranty does not apply to:
 - a Product which is removed from its first place of installation and re-installed;
 - minor surface marks, blemishes and wax marks on Products. These are not Product defects as they are inherent in the manufacturing process and may occur in transit; or
 - natural colour variation;
 - efflorescence, which is not a Product defect but a temporary white deposit of mineral salts which can occur on the surface of Products and can diminish over time after exposure to the elements.
- This Product warranty does not cover any Product defect or damage to the extent it is caused or contributed to by:
 - external causes outside Monier Roofing's control including but not limited to, building structure movement, defects in the building design, pollution, exposure to conditions that would normally be deleterious to conventional terracotta products (e.g. acidic environments), mechanical damage, hydrostatic pressure, electrical or electrolytic damage, application of incorrect coatings, falling objects, animals or insects, neglect, fire, explosion, radiation, collision, or other accident, wars, riots, civil commotion, vandalism, or malicious damage, industrial action, acts of God and adverse weather conditions (including but not limited to hail, sand storms and wind speeds that exceed Australia Standards);

- a failure to maintain and clean Products in accordance with Monier Roofing guides and/or incorrect cleaning including cleaning with unsuitable chemicals or pressure;
- people walking on the Products and/or carrying out work on the Products/roof after installation (excluding where this work was engaged directly by Monier Roofing);
- materials and accessories supplied by third parties; and
- the installation process of the Products.

REMEDIES

- Subject to the rights and remedies of a consumer which cannot be limited at law, the liability of Monier Roofing under this warranty will be limited, at the sole option of Monier Roofing, to the:
 - supply of replacement Product or equivalent goods to replace the Product; or
 - repair of the Product; or
 - payment equivalent to the supply of a replacement or repair.
- Other than as expressly set out in this warranty, and the guarantees that cannot be excluded under law, Monier Roofing excludes all other warranties and guarantees with regard to the Products

Where Monier Roofing elects to repair or replace Products, the tiles may vary in colour from those repaired or replaced due to the manufacturing process and raw materials used.

CONSUMER GUARANTEES

This warranty is provided in addition to and does not in any way limit, amend or restrict rights and remedies available in respect of the acquisition of Products by a consumer (as defined in the Competition and Consumer Act 2010 (Cth)). The following statement is provided to a buyer who is a consumer under the 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 for 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.

MAKING A WARRANTY CLAIM

Any claims under this warranty must be made:

- either by email at roofinginfo@csr.com.au or call 1800 666 437;
- promptly upon discovery;
- prior to any Product removal, replacement, rectification or repair; and
- with supporting documentation including proof of purchase, installation date, address of installation, relevant Product photographs and a description of the claim.

All expense of claiming the warranty will be borne by the person making the claim.