

CSR Gyprock™ Warranty: Freshtone, Supatone, Perforated Panel

CSR Building Products Limited (“CSR”) warrants its Gyprock product to remain free of defects in material and manufacture for the usual lifetime of the Product (up to 25 years).

In the event of any failure of the Product caused by the direct result of a defect in the material or manufacture of the Product, CSR will at its option replace or repair, supply an equivalent product, or pay for doing one of these.

This warranty does not apply where the Product has been used in any manner not in accordance with the manufacturer’s instructions, nor the reuse of the Product after its initial installation. CSR recommends that only those products, components and systems recommended by it be used. CSR will need to be satisfied that any defect in its Product is attributable to material or manufacture defect (and not another cause) before this warranty applies.

Other than as expressly set out in this warranty, and the guarantees that can not be excluded under The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (and any other law), CSR excludes all other warranties and guarantees with regard to the Product including all guarantees and warranties that may apply at law.

To the extent that it is able to do so, CSR excludes all liability for loss and damage (including consequential loss) in connection with the Product. This exclusion does not apply where the Product is sold to a consumer and is a good of a kind ordinarily acquired for personal, domestic or household use or consumption.

The following statement is provided where the Product is supplied 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.* The benefits of this warranty are in addition to other rights or remedies of the consumer under law in relation to the goods or services to which the warranty relates.

Notification of a warranty claim must be made to CSR prior to any return of the Product. To make a claim under this warranty, you must contact CSR on 1300 306 556 . All expense of claiming the warranty will be borne by the person making the claim. CSR may require documentation supporting the claim to be provided.

