



30 Year Product Warranty - Wall Panels

Naturepanel® wall panels are covered by a 30-year product warranty that the panels will not crack, craze, blister or delaminate and will remain watertight when fitted and sealed in accordance with our published installation guidance. Naturepanel High Grab Panel Adhesive must be used and is available to order from your local distributor or showroom.

In the event of a successful claim, we will replace the panels in the same design (if not available in an equivalent or other design) or provide a refund of the purchase price* for defective products. The warranty does not cover any labour cost associated with the replacement of products covered, or any consequential or special incidental charges, damages or losses.

Naturepanel wall panels are guaranteed under normal domestic use conditions** from the date of purchase by the original end user in the original location of installation. The guarantee is not transferable.

This guarantee does not cover failure of the product due to:

- Transport and handling.
- Faulty installation.
- Failure to maintain the silicone seal on all edges in line with installation instructions. Naturepanel adhesive must be used.
- Incorrect maintenance or storage - panels should be stored flat. Panels should not be stored vertically against walls or balanced between trestles and should be conditioned at room temperature for 48 hours prior to installation.
- Damage or misuse, such as:
 - ◊ Cracks, blows and cuts caused by hard objects.
 - ◊ Scratches and finish damages caused by sharp objects or other abrasive materials, irrespective of whether these are caused by a contractor, service company or end user.
- Wear and tear (aging), i.e. scratches, friction marks or other marks in the surface.
- Use of unsuitable cleaning agents (please refer to Naturepanel care and maintenance instructions).
- Differences in gloss levels that can only be seen at certain angles or lighting conditions are not a valid claim.

Prior to installation the following checks should be carried out and any queries reported as claims of this nature will not be covered by this warranty following installation (Note - fitting is acceptance of the product having arrived in good condition):

- Colour matching and sheen levels between all panels and profiles.
- If panels are to be fitted by a tradesman, then colours and condition should be approved by the customer in advance of installation.
- Dry fit hydro-lock tongue and groove jointed boards prior to final installation to ensure a flush finish and tightly butted joints.
- Flaws or defects in laminate - although unlikely. Where protective poly coating has text over printed, this should be carefully peeled back to inspect the surface and then replaced for installation. This is particularly important where polycoating features printed text or label which may obscure areas of the surface.

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are specifically excluded. This guarantee does not affect your statutory rights as a consumer. The warranty period is not extended in the event of repair or replacement.

*The refund value of the purchase price is preserved for the first 15 years from date of purchase. In years 16 to 30 the refund value will depreciate by 5% of refund price per year.

**The product must be installed and used indoors in a climate of 18c – 25c with corresponding humidity of 30%-85% RH.

Naturepanel 30 Year warranty is backed by Norcros Group (Holdings) Ltd T/A Grant Westfield.

Naturepanel.co.uk

Grant Westfield, 3 Westfield Avenue, Edinburgh, EH11 2QH

t +44(0)131 290 2862 **e** info@naturepanel.co.uk

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