

WARRANTY

THIS WARRANTY IS ISSUED:

TO:

PROJECT:

RONDO REF:

*This warranty is provided by:
Rondo Building Services Pty Ltd ABN 69 000 289 207
57-87 Lockwood Road, Erskine Park, NSW 2759 Australia
Tel: +61 2 9912 7300*

OTHER RIGHTS

The benefits given by these warranties are additional to other rights and remedies that you may have under laws relating to our products. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (Consumer Guarantees). These include that our products will be of 'acceptable quality' and fit for purpose. If we fail to comply with a consumer guarantee, you will be entitled to have the product replaced, repaired or refunded. Additionally, you would be entitled to compensation for reasonably foreseeable loss you incur as a result of our product failing to comply with a consumer guarantee.

The remainder of this document does not impose any limitation on, or precondition to the exercise of rights in accordance with, the Consumer Guarantees.

LOGGING A WARRANTY CLAIM

To make a claim under the warranties, please contact the Rondo authorised distributor from whom you purchased the product. Otherwise, you may send details of your warranty claim directly to Rondo by post:

**Warranty Claims, Rondo Building Services,
PO Box 324, St Marys, NSW 1790 Australia**

All claims (other than claims under the Consumer Guarantees) must be received by Rondo within the applicable warranty period. Once your claim is received, a representative of Rondo will determine whether your warranty claim is valid and, if it is, will inform you how Rondo will honour it. Any costs you incur in making this warranty claim are your responsibility and not covered by this warranty.

After you lodge a warranty claim, Rondo may, before providing warranty service, require that you provide proof of purchase, respond to questions designed to assist with diagnosing potential faults and follow Rondo's procedures for obtaining warranty service. You must respond to all requests promptly and at your own expense.

GENERAL WARRANTY STATEMENT

Subject to the Consumer Guarantees, Rondo Building Services Pty Ltd (Rondo) warrants all Rondo branded products against defects in materials under normal use for the period from the date of purchase specified below:

- All Rondo products: ten (10) years, with the exception of
- Rondo EXTREME® PVC Finishing Sections: fifteen (15) years.

In addition, Rondo warrants that the Rondo KEY-LOCK® and DUO® Suspended Ceiling Systems will remain structurally sound for a period of fifteen (15) years from the date of purchase.

If you submit a valid claim (other than a claim under the Consumer Guarantees), Rondo will, at its option:

- (i) repair the product;
- (ii) replace the product with a product that is at least equivalent to the original product in function and quality; or
- (iii) refund the purchase price. When a product or component is replaced or refunded, any replacement item becomes your property and the replaced item becomes Rondo's property.

These warranties are subject to the exclusions and conditions below. Where an additional warranty has been issued by Rondo, the terms of that additional warranty prevail to the extent of any inconsistency (this does not apply to a claim under the Consumer Guarantees).

WARRANTY EXCLUSIONS

These warranties (other than the Consumer Guarantees) do not apply to products that:

- Have been damaged prior to installation;
- Have not been purchased from Rondo or a Rondo authorised distributor;
- Have been modified or changed without approval from Rondo; or
- Have not been stored or installed in accordance with Rondo's then current installation guidelines (such as spacing, allowable loads and the like) and environment specifications (including outdoor use of products designed for indoor use only) published and updated from time to time on Rondo's webpage, or specific designs prepared by Rondo's engineers.

For further information, view the Rondo Professional Design Manual at www.rondo.com.au/designmanual.

These warranties (other than the Consumer Guarantees) do not apply to damage caused by:

- The fitting or use of components not supplied by Rondo;
- A component that was not manufactured or supplied by Rondo, including the failure of such a component;
- Repair, maintenance or service by a person not authorised by Rondo;
- Fasteners that do not have durability and corrosion resistance at least equal to the product that they are fastening (e.g. the use of non-stainless steel fasteners with a stainless steel bead);
- Normal wear and tear.

SPECIAL CONDITIONS FOR OUTDOOR USE

The only Rondo metal products that are designed and warranted for outdoor use are the following products in the Rondo EXANGLE® Range: EP32, EP50, EP17, ER11, P01S & SR02. Whilst these products have been coated with a highly effective corrosion resistant material, or made with corrosive resistant stainless steel, the products may still be susceptible to corrosion in highly aggressive environments. The use of the below products is not recommended, and these warranties (other than the Consumer Guarantees) do not apply, in the following applications:

| EP32, EP50, EP17, ER11 | SR02, P01S |
|---|--|
| <ul style="list-style-type: none"> • Within 1km of breaking surf. • Within 100m of calm, open saltwater locations (e.g. harbours). • Within 500m of areas of heavy industrial emissions. | <ul style="list-style-type: none"> • Within 100m of breaking surf. • Within 100m of heavy industrial emissions, or fossil fuel combustion. |
| <ul style="list-style-type: none"> • Areas exposed to prevailing winds that contain salt or regular industrial emissions. • Where continuous or cyclical moisture is present, such as retaining walls, planter boxes or garden beds unless protective waterproofing measures have been applied in accordance with Rondo's published specifications. • Environments which contain bore water or soils with high chloride content. | |

ADDITIONAL WARRANTY COVERAGE & CONDITIONS

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AUTHORISED BY

SIGNED **DATE**

