

PRODUCT WARRANTY CERTIFICATE Fibo System



This warranty is given to the person or entity named on this certificate or the bearer of this certificate or their nominee for Fibo products purchased in Australia. Sourcecorp and Fibo guarantee that the Fibo Products will not delaminate, crack, fade or discolour for 15 Years from the date of this certificate subject to the terms and conditions of this warranty.

Purchaser:

Invoice Number:

Delivery Date:



Anders Carlson
CEO
Fibo Group AS



Martin Vana
CEO
Sourcecorp Victoria Pty Ltd

MANUFACTURER'S WARRANTY

FIBO PRODUCTS

1. Definitions

Business Day

Monday to Friday excluding any national or state public holidays.

Care & Maintenance

Are the recommended method of cleaning and repairing the Products.

Claimant

Is the Purchaser, or any individual or corporate entity as noted in the Right to Claim part of this document.

Damage

Means any deterioration of the Product prior to the Purchaser accepting the Order at the Designated Delivery Address.

Defect

Is any non-conformance to the Fibo Technical Data Sheet or failure of the Product as noted in Product Warranty below.

Delivery Date

The date the Purchaser accepts and signs that the Order has been received or the date entered on this certificate, whichever is the earlier.

Designated Delivery Address

Is the address that the Purchaser has requested the Products be delivered and may include SCV's warehouse if the Order is collected by the Purchaser or the Purchaser's nominee.

Fibo

Means Fibo AS of Lyngdal, Norway who is the manufacturer and owner of the Product and the underwriter of this warranty.

Fibo System

The set of Products and the methodology of installing the Products as prescribed in the Installation Instructions.

Installation Instructions

Are the specific steps required to correctly install the Product as defined by Fibo.

Order

Is the entire list of Products as included in a specific delivery.

Product(s)

The range of components that Fibo market as the Fibo System, including panels (both Wall Panels and Kitchen Board), various profiles (aluminum extrusions), adhesives and sealants.

Purchaser

the individual or corporate entity that either ordered, purchased or received the Product, which may include an individual or corporate entity that purchased and received the Product on behalf of their third-party client, as in the case of a builder or tradesperson.

SCV

Means Sourcecorp Victoria Pty Ltd of Unit 105, 25 Gipps Street, Collingwood Victoria 3066, the authorised distributor of Fibo Product in Australia.

Technical Data Sheet

Is the Product specification as published by Fibo on its web site, and amended or updated from time to time;

Warranty Certificate

Is the document as provided to the Purchaser or their nominee by SCV on the Delivery Date.

2. Product Warranty

Subject to the conditions of Product Acceptance provided herein Fibo warrants that the Product supplied will be new and free of any Damage or Defect.

Subject to these warranty conditions, warranty exclusions and warranty limitations noted herein, SCV as underwritten by Fibo guarantees the performance of the Fibo System for 15 years from the Delivery Date, to the extent that the Product:

- Will not delaminate;
- Will not stain or fade;
- Will not crack; and
- Will remain fit for purpose.

3. Product Delivery

The Purchaser must specify the Designated Delivery Address.

If the Purchaser requests that the Order be delivered by SCV then the Purchaser must ensure there is a suitable storage area for SCV to place the Product.

If a Purchaser collects the Order from SCV's warehouse, then the Purchaser accepts all transit risks and responsibility for any Damage after the Order is placed into the Purchaser's transport vehicle. It is the Purchaser's responsibility to ensure:

- The transport vehicle is appropriate to carry the Product; and
- That the goods are stored in a suitable area.

A suitable storage area is an area that:

- The panels can be stored flat. The panels must not be stored by standing upright on any edge;
- Is indoors and undercover;
- Is free of moisture; and
- Is not exposed to direct sunlight or sources of direct heat.

4. Product Acceptance

4.1. The Purchaser must inspect the Order at the time of delivery at the Designated Delivery Address and acknowledge:

- that the Products have been received in good condition; or
- if any of the Products have any Damage or Defect.

4.2. If the Purchaser requests delivery by SCV then any

Damage or Defect must be noted in the appropriate section of the Order delivery note describing the Damage or Defect and whenever possible the Purchaser should take photographs as a reference showing the Damage or Defect. SCV may:

- 4.2.1. Immediately accept the Damage or Defect and return the Damaged or Defective Product to the warehouse; or
- 4.2.2. Contact the Purchaser within two (2) business days of the Purchaser making the Damage or Defect claim to arrange with the Purchaser a time to investigate the claim, which may include:
 - A request to the Purchaser to provide SCV with any documentation or photographs that show the Damage or Defect; and
 - A site visit by SCV representative to inspect the Damage or Defect.

4.3. The Purchaser's claim will be either accepted or rejected within two Business Days of any on-site inspection.

4.4. If the Purchaser collects the Order from the SCV warehouse, then the Purchaser or the Purchaser's representative collecting the Order must notify SCV of any Damage or Defect before leaving the warehouse. The Purchaser's claim will either be accepted or rejected while the Purchaser is in the SCV warehouse. SCV may immediately replace the damaged or defective Product immediately from stock to complete the Order, subject to availability.

5. Right to Claim

Any of the following will be entitled to make a warranty claim and are collectively known as a Claimant:

- The Purchaser or the person named on the Warranty Certificate;
 - The Purchaser's nominee subject to a claim being for a property where the Products are installed; or
 - The owner of a property where the Products are installed, whereby the right to this warranty transferred with the land title to the new property owner.
- Only Products purchased from Fibo or SVC or an SCV authorised Fibo reseller will be covered by this warranty. No claims will be considered for any 'Fibo' products purchased through another channel.

6. Making a Claim

Any warranty claim must:

- Be in writing addressed to SCV or via email to fibo@sourcecorp.group;
- Include the Claimant's contact details;
- Provide a Warranty Certificate or proof of purchase;
- Be within the warranty period;
- State the reason for making the claim; and
- Be lodged with SCV within Twenty (20) Business Days of any Defect becoming apparent.

7. Processing a Claim

SCV will respond to Claimant within two (2) Business Days of receiving a warranty claim, to:

- Acknowledge receipt of the claim;
- Verify the Claimant's right to make a claim;
- Request any further information, which may include a request to provide photos in support of the claim;
- Provide a timetable to finalise the claim, which may include arranging a site inspection.

SCV aims to settle all claims within fifteen (15) Business Days of receiving a claim.

8. Settling Delivery Claims

If SCV accepts the Damage or Defect, SCV will notify the Purchaser within two (2) Business Days of accepting the Damage or Defect when the Purchaser will receive replacement Product to complete the Order.

Replacement Product will be supplied under warranty and delivered by SCV free of charge, whether the Purchaser requested delivery or collection. The Purchaser may still collect Product as supplied under warranty from the SCV warehouse.

If a claim is rejected by SCV then a written explanation will be provided by SCV to the Purchaser setting out specific reasons why the claim was not accepted.

9. Settling Warranty Claims

If a Defect is accepted by SCV and SVC is therefore obliged to compensate the Purchaser, then the Purchaser may request SCV to:

- Replace the defective Product; or
- Provide a cash refund in lieu of receiving a Product replacement.

Product Replacement

- Within two (2) Business Days of the Purchaser's warranty claim being accepted, SVC will notify the Purchaser when a like replacement Product can be delivered;
- If SCV is not able to provide the same Product within a reasonable time or the Product is a discontinued line then the Purchaser may request SCV to supply a similar Product from the Fibo range, where a similar Product means a Product that has the same or lower price band (refer to Fibo Australian Price List) than the Product originally purchased;
- Delivery to the claimant will be free of charge to the same address as the subject Products were originally delivered.

Cash Refund

The Claimant may instead request a cash settlement based on the original purchase price of the defective Products whereby:

- Such payment will be limited to the original purchase price of the defective Product(s) only and not the entire Order value, unless the entire Order is defective; and
 - The cash settlement value shall reduce by 10% for each of the first five (5) years on the anniversary of the Delivery Date and 5% each year thereafter on the anniversary of the Delivery Date to the end of the warranty period. Refer to 'Example Cash Warranty Settlement' showing how the cash value decreases over the life of the warranty.
- c. Payment will be made within five (5) Business Days via EFT to the claimant's requested bank account.

Product Return

If SCV accepts a claim, then title to the defective Product transfers to SCV and ultimately to Fibo who may:

- Arrange to collect the defective Product from the Claimant at SCV's cost; or
- Offer the defective Product to the Claimant.

10. Warranty Conditions

Failure to comply with the following may invalidate this warranty:

- If the Product is not handled and stored in accordance with Fibo's instructions.
- That the Product is not installed in accordance with the Installation Instructions.
- If the panels are not correctly maintained in accordance with the Care and Maintenance Instructions.
- The Purchaser fails to notify SCV of any Defect within the specified time limits.

11. Warranty Exclusions

This warranty will not cover any of the following circumstances:

- Any installation or alteration to the Product that results in an incorrect seal;
- Where any part of the sealant adjoining the panels has been damaged or has degraded and is left unrepaired;
- Inappropriate use of the Product, such as a floor;
- Installations in high use commercial areas such as aquatic/swimming centres or gymnasium showers;
- Installations in areas of extreme heat and/or humidity such as over a spa, jacuzzi or in a sauna or steam room;
- Any use of the Product outdoors;
- Product used in exhibition displays;
- Damage caused by fire or intense heat;
- Installations where the Products are exposed to direct sunlight for long periods;
- Negligent or willful damage;
- Damage caused by natural events such as cyclones, other severe weather events, earth quakes or tremors;
- Damage caused by the movement of the building due to land slip, failure of a foundation or the underlining building structure; and
- Infestation by termites or other boring insects.

12. Warranty Limitations

SCV does not warrant any claims for:

- Indirect and consequential damage are explicitly excluded from this warranty; or
- Normal wear and tear.

Claimants must not remove or dispose of Damaged or Defective Products until SCV has inspected the Damaged or Defective Products or notified the Claimant that an inspection will not be required.

Example Cash Warranty Settlement

Based on an original Product purchase price of \$1,000.00

Year After Delivery	Cash Value of Approved Claim
1st	1,000
2nd	900
3rd	810
4th	729
5th	656
6th	590
7th	531
8th	478
9th	430
10th	387
11th	349
12th	314
13th	282
14th	254
15th	229

If you are in any doubt about any of these warranty conditions or any handling, installation or maintenance instructions, then ask us.

This warranty does not affect your statutory rights.