



Knauf Product Warranty

Knauf warrants that its gypsum and metal products ("Products"), as defined below, will be free from defects in design, material and workmanship, if properly installed and used under normal conditions by the customer or any third party (the "Warranty").

Products covered under this Warranty:

- Gypsum plasterboards, gypsum ceiling products and gypsum flooring products
- Interior metal sections and accessories
- Exterior metal sections and accessories
- Knauf AQUAPANEL® products and accessories
- Finishing and jointing compounds

Coverage

The Warranty will cover any failures of the Products, under normal use, which result from a defect in design, material or workmanship ("Warrantable Failure") subject to the conditions set out in A to D below. The Warranty coverage for the Products is 12 months from the date of completed installation ("Warranty Period").

Limitations and Exclusions

Knauf will not be responsible for any Warrantable Failures which result from:

- A. Improper storage. Products must be stored in an enclosed, dry, and clean environment protected from the outside elements including, but not limited to, rain, snow or other causes of moisture.
- B. Incorrect installation or failure to comply with all applicable Knauf specifications and published instructions in relation to the installation or the repair, replacement, adjustment, or alteration of the Products.
- C. Abuse or neglect, misapplication, abnormal or improper use or modification of the Products.
- D. Normal wear and tear

Claim

A claim for a Warrantable Failure ("Claim") must be made in writing within seven (7) days of the Warrantable Failure occurring.

The Claim must contain:

- the name of the Product(s)
- the order reference number
- full particulars of the defect
- the date of purchase
- the reasons why the customer holds Knauf responsible for the repair and/or replacement costs
- primary contact person name and contact details

If Knauf accepts responsibility for a Warrantable Failure it will, at its cost and at its option, either repair or replace the Products with the same grade and type of Products.

Any replacement Product will not benefit from a new twelve months' period of coverage but will only get the benefit of the unexpired Warranty Period for the replaced Product.

Save as otherwise provided herein, the Warranty is the sole Warranty made by Knauf in relation to the Product and all other representations, conditions, warranties, and terms (including Knauf's standard terms and conditions of sale), whether express or implied by law, statute or otherwise as to the quality, merchantability or fitness for a particular purpose are excluded.

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Build on us.



The remedy of repair or replacement of the Product is the sole remedy for a Warrantable Failure and Knauf accepts no liability for any loss of profit, loss of use, loss of production, loss of contracts or for any financial or economic loss or for any indirect or consequential damage whatsoever.