

Definitions

EGR – Oakmoore Pty Ltd trading as EGR.

Residential – Installations within residential dwellings as defined under NCC building classifications.

Commercial – Installations within non-residential buildings as defined under NCC building classifications.

Caravan / RV – Installations within mobile dwellings used for travel and temporary accommodation, including caravans and recreational vehicles (RVs).

Covered Outdoor Areas (Alfresco) – External alfresco or semi-outdoor areas that are fully enclosed or covered, continuously shaded, and protected from direct sunlight exposure and other environmental conditions.

Product – Means the items supplied by EGR that are covered under this Warranty, strictly limited to those identified in the table below.

Use – Products are intended for vertical, non-structural decorative applications unless otherwise specified in EGR technical documentation

Warranty Term – Means the period of coverage applicable to each Product, as set out in the table below.

Product	Residential	Commercial	Caravan/RV
StyleLite	7 yrs	3 yrs	
TruNatur	7 yrs	3 yrs	
StyleLex	7 yrs	3 yrs	–
EGR Edgeband		1 yr	
EGR Essentials		3 yrs	
Zenolite		10 yrs	
LustroLite		10 yrs	

Applications of Warranty

This Warranty applies only to:

- Products sold by EGR or via authorised suppliers; and
- Products purchased on or after **1st May 2026**.

Proof of purchase from an authorised supplier is required to submit a warranty claim.

EGR Warranty

EGR warrants that the Products will be free from **manufacturing defects** under normal use for the applicable Warranty Term specified above.

What EGR will do

If a valid warranty claim is accepted and EGR determines that the Product has a manufacturing defect, EGR or its authorised agent may, at its discretion:

- Repair the Product at a location determined by EGR;
- Replace the Product with an equivalent product; or
- Provide a monetary settlement covering material and labour costs, calculated as follows:
 - Panels:** 100% of the original purchase price if claimed within two (2) years, decreasing by 10% per year thereafter for the remaining warranty period.
 - Edgebanding:** 100% of the original purchase price for claims made within the warranty period.

What the warranty does not cover

This Warranty is limited to **manufacturing defects** in the EGR Product and excludes any failure or defect resulting from external factors, including but not limited to:

- Use in structural or load-bearing applications;
- Use as horizontal surfaces, including benchtops;
- Use outside intended or approved applications;
- Direct or prolonged exposure to sunlight;
- Carcass panels are intended for internal use only and are not covered for UV exposure.
- Exposure to water or liquids exceeding performance limits;
- Heat damage from hot objects or radiant heat sources (e.g. ovens, toasters, heat lamps);
- Impact, excessive loads, or improper handling;
- Normal wear, including scratches, stains, burns, chips, dents, or cuts;
- Contact with abrasives, chemicals, or solvents;
- Failure to follow recommended cleaning and maintenance instructions or to comply with EGR's current Installation and Fabrication Guidelines and applicable Australian and/or New Zealand Standards and industry best practices;
- Unauthorised modifications or alterations;
- Inadequate transport, storage, or handling;
- Warping or bending caused by natural material movement, structural changes, water pressure, or off-road use;
- Natural changes in colour, pattern, or gloss over time;
- Manufacturing tolerances or variation from samples or replacements;
- Variations within accepted industry tolerances
- Events beyond EGR's control (e.g. natural events, accidents, vandalism, misuse).

Exclusion of Liability for Consequential Loss

To the extent permitted by law, EGR excludes liability for indirect or consequential loss or damage arising out of or in connection with the supply, performance, or removal of the Product. This includes, without limitation, loss of profit, revenue, contracts, goodwill, or increased operating costs, even where such loss results from the negligence of EGR or its approved suppliers, employees, or agents.

Commencement of Warranty

This Warranty is valid only once full payment has been received by EGR for the Products. The Warranty period commences from the original date of purchase and does not reset or extend as a result of any warranty claim. The original purchase date remains the reference point for the Warranty Term.

Limitations

To the extent permitted by law, EGR's liability is limited, at its discretion, to one or more of the following remedies: repair of the Product, replacement of the Product, supply of an equivalent product, a cash settlement, or a refund, in accordance with this Warranty. Nothing in this Warranty excludes, restricts, or modifies any rights or remedies available under the Australian Consumer Law.

Statutory Warranties

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. This Warranty is provided in addition to, and does not limit, the rights and remedies available to consumers under the Australian Consumer Law

To make a Claim

To submit a warranty claim, please complete the online form at:

<http://warranty.egrdecor.com.au/>

The following information must be provided:

- Your name, address, and contact number;
- Installer's business name and proof of purchase, including sales order numbers and purchase dates;
- Address where the EGR Product was installed;
- Product details (brand, colour and style);
- Installer's invoice issued to the homeowner;
- Proof confirming the Product is supplied by EGR;
- An overview photo of the installation area (e.g. kitchen, BBQ, laundry);
- Close-up photos clearly showing the defect.

After submitting your claim, you will receive a registration number. Our customer service team will then contact you with the next steps.

Important Notes:

- Submitting a claim does not mean EGR accepts liability;
- All claims are assessed on a case-by-case basis;
- EGR reserves the right to determine the most appropriate remedy.
- This Warranty is provided to the original end user and is non-transferable.
- Claims must be submitted within 30 days of the defect becoming apparent. Failure to do so may affect EGR's ability to assess the claim.