

Metrix Timber LVL Limited 25-Year Warranty

Metrix Timber Pty Ltd warrants that its Metrix Timber LVLs (Laminated Veneer Lumber) are free of defects in material and workmanship and, when stored, installed, and finished in accordance with correct installation instructions, will perform as specified in the current published specifications for the structure in which they are installed.

Metrix Timber must be given reasonable prior notice and opportunity to inspect the product before it will honour any claims under this warranty.

Notwithstanding the Limited 25-Year Warranty, additional chemical treatments of Metrix LVL designed to enhance their durability in hazardous environments as defined within AS 1604.1, are warranted with separate and distinct warranty solely concerning the efficacy of the treatment against the specified hazard class.

- i. Insecticides that form an integral component of the production of the SmartFrame EWP (typically glueline additives) are warranted by Metrix Timber to provide 5 years protection against insect attack to the LVLs when correctly installed in an H2s hazard class environment.
- ii. Any second party post-production treatment of Metrix LVL against biological hazards is warranted by the applicable timber treater as a separate and distinct fit-for-purpose warranty solely regarding the efficacy of the treatment when correctly installed in the hazard class environment which the treatment is designed for.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseen loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

MAKING A CLAIM

Any claim regarding Metrix LVL that you consider defective should be directed to your respective Metrix Timber state office as listed below, by e-mail sales@Metrixtimber.com.au.

Metrix timber will contact you within one working day to arrange a Metrix LVL product consultant to appraise your claim. This appraisal is free of cost to you.

If, after inspection and confirmation of the problem, Metrix Timber determines that there is a failure covered by the above warranty, Metrix Timber will repair or replace (at its option) the product at its expense. The product must be stored, handled and installed in accordance with Metrix Timber's current published LVL installation instructions and design specifications. Failure to follow such instructions will void this warranty. The product must be stored in accordance with recommended procedures and protected from incidental exposure to moisture from whatever source by proper building standards.

DEFINITIONS

“refund” in this warranty is defined as a monetary amount no greater than the value of the purchase price of the goods.

“Compensation for any other reasonably foreseen loss or damage” is specifically limited to market competitive labour costs to remove and replace a defective SmartFrame EWP after an inspection of and approval by Metrix Timber, with Metrix Timber reserving the right to use their own appropriately qualified labour as required.

DISCLAIMER

The limited lifetime warranty set forth above is exclusive and in lieu of any other warranty or guarantee expressed or implied, including but not limited to any warranties of merchantability or fitness for a particular purpose. Correction of defects in the manner and under the conditions stated above shall constitute the fulfilment of all Metrix Timber’s obligations and liabilities to any person with respect to the product.

No person or entity is authorized to create for Metrix Timber any other obligation or liability to any person relating to the product. In no event shall Metrix Timber be liable for indirect, special, incidental, or consequential damages of any kind sustained from any cause.

Metrix Timber Pty Ltd