

Cabot's Premium Woodcare Brands
1956 Dandenong Rd, Clayton
Victoria, 3168
1800 630 285

Enviopro Confidence Guarantee

This Guarantee is provided by Enviopro Floors a division of DuluxGroup (Australia) Pty Ltd ABN 67 000 049 427 (**Enviopro** or **we**) to timber flooring contractors (**Customers** or **you**) who have purchased and used Enviopro Timberseal Water Based, Timberseal Alcohol Based, Timberseal Ultra, Endure High Build, Endure 1 Pack and Endure 2 Pack in a coating system applied in accordance with the respective label instructions.

In short

At Enviopro, we not only back the products we make, but we back the professional floor sanders that regularly use our products.

If you are working on a residential project, and your Enviopro material displays an issue in adhesion, sheen or clarity within 5 days of application, we will work with you to quickly diagnose the issue, agree on a solution and provide support to help you move on to your next job. This Guarantee is in addition to, and in no way limits any other rights and remedies under any applicable law.

No blame game. No drawn-out complaint processes.

If you have a problem with your Enviopro adhesion, clarity or sheen; Enviopro will (subject to the small print on page 2):

1. Review the issue through pictures or on-site inspection,
2. Work with you to agree on the best way to fix the issue,
3. In some cases:
 - a. We will supply any product needed to recoat – for free; or
 - b. if you need to sand back an area before recoating – we'll pay you \$10 per square metre and supply the product for free to fix the problem area.
4. Offer you the opportunity to escalate the issue to a full technical investigation if you're not happy with the solution.

Agreed Rectification	Solution Offered
Sealing or topcoat required.	Provide free Enviopro product.
Sanding & sealing/topcoat required.	\$10 per square metre payment to sand the affected area and provide free product.
Escalated	Technical investigation launched

If you have an issue:

1. Call your Enviopro Rep to let them know what's happened.
2. Send your Enviopro Rep some pictures of the issue, along with the proof of purchase and any other requested relevant information.
3. Work with us to understand the issue, and how best to fix it (this may include Enviopro undertaking reasonable investigations and assessments).
4. We'll promptly offer you a solution or escalate the issue for you.
5. Claims must be brought to the attention of Enviopro within 5 days of product application.

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The small print

- The Guarantee applies to residential jobs only up to 200 square metres.
- No more than 50 Litres of product to be supplied per claim.
- If sanding is required – Enviopro cap payment at 200 square metres (\$2000). The Customer is to send a tax invoice containing: Business name, ABN, address, phone number, email and invoice amount agreed compensation. Payment of this invoice will occur within 14 business days of receipt of invoice by Enviopro.
- We reserve the right to immediately escalate any issue to a full technical investigation.
- The liability of Enviopro under this Guarantee or in respect of any condition or warranty implied by law that Enviopro cannot exclude is limited, as far as the law permits, to the remedies prescribed above. Enviopro will not be liable for any consequential or indirect loss of any kind or loss of income, profit, business, goodwill or reputation arising out of or in any way connected with the sale or application of the coating system.
- Enviopro will not be liable under this Guarantee for any loss or damage caused by products being applied to a substrate that is not of a standard and fitness meeting all statutory requirements and building code standards, poor performance, workmanship or quality control procedures of the Customer, defective building design, construction or materials or any other circumstances beyond the reasonable control of Enviopro.
- Any solution or compensation offered to the Customer under this Guarantee is at the discretion of Enviopro as an act of goodwill and is not an admission of liability from Enviopro.
- All claims under this Guarantee are strictly confidential and must not be disclosed to any third party without prior written approval by Enviopro.
- Enviopro may withdraw this Guarantee at any time in its absolute discretion.
- 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 foreseeable 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.