

Intergrain Universal®
“Satisfaction Guaranteed” Support and Solutions



To demonstrate our confidence in the performance of our products, we're offering trade applicators and decking contractors who have purchased our products (or been given a trial five litre sample pot of our products) "Satisfaction Guaranteed" support and solutions.

If you have used our products on a project by following our instructions on pack and you're not satisfied with the results, we will support you in identifying the issue and achieving a "satisfaction guaranteed" solution - so your customer is happy and you can move onto your next project.

If there is an issue with the look or feel of the surface after applying our products, such as lap marking, uneven sheen, lack of water repellence, greasy feel or residue or there's flaking, peeling or blistering of the coating, contact your Intergrain Sales Representative or call Help & Advice on 1800 630 285 within seven days and let them know what has happened.

Your Intergrain Sales Representative will discuss the issue with you and may ask you to send some photos of the issue, product packaging and proof of purchase (if the product was purchased). Once they have had a chance to review the material, they may also arrange to meet with you on site.

Your Intergrain Sales Representative will act promptly and work with you to identify the issue and achieve an appropriate "Satisfaction Guaranteed" solution. For a project, this may be one or a combination of the following:

1. Supply you with preparation and/or topcoat product – free and up to 50 litres
2. Reimburse you for sanding - up to \$10 per m² and up to 200 m² in area
3. Carry out a technical investigation – through our lab and at our cost

Limitations

Our “Satisfaction Guaranteed” support and solutions is limited to:

- **Applicators:** Supporting trade applicators and decking contractors with an ABN who provide home maintenance or building services as part of their business, and includes builders and carpenters
- **Products:** Intergrain Universal Timber Oil or Intergrain Colour Additive (used in conjunction with Intergrain Universal Timber Oil)
- **Projects:** Residential projects up to 200 m² in area
- **Issues:** Issues notified to us within seven days after applying the product

Exclusions

Our “Satisfaction Guaranteed” support and solutions excludes any loss or damage arising from:

- **Surface:** Poor surface condition or the surface not meeting relevant statutory requirements or building code standards
- **Materials:** Defective building design, construction or materials
- **Instructions:** The product not being applied in accordance with the instructions on pack

Clarifications

- Our “Satisfaction Guaranteed” support and solutions is offered by Intergrain (a division of DuluxGroup (Australia) Pty Ltd ABN 67 000 049)
- Any solution offered by Intergrain is ultimately determined by Intergrain in our absolute discretion and is not an admission of liability
- We may withdraw or stop our “Satisfaction Guaranteed” support and solutions at any time
- Our liability under our “Satisfaction Guaranteed” support and solutions or in respect of any condition or warranty implied by law in connection with the sale or application of our products is excluded and, to the extent it can’t be excluded, is limited to the solution offered by us
- Intergrain is not liable for any consequential or indirect loss, including loss of income, profit, business, goodwill or reputation, arising out of or in any way connected with the sale or application of our products

Consumer guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you are a consumer for the purpose of 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