

**WARRANTY**

EBS warrants that for a period of 7 years from the date of first purchase the Insulfloor or RealStone products purchased are free from serious defects subject to the terms set out below:

1. This Warranty will only apply in the following circumstances:
  - a. All products used in EBS' system were specified by EBS or sold by EBS or its authorised distributors. EBS cannot warrant products and accessories not specified by EBS; and
  - b. EBS' products were installed in compliance with EBS' technical manual and installation detail, the Building Code of Australia and all relevant Australian Standards current at the time of installation.
2. The Warranty will not apply if damage to EBS' products occurs as a result of external causes outside of EBS' control including but not limited to, building structure movement, welding or other heating, pollution, mechanical damage, hydrostatic pressure, electrical or electrolytic damage, incorrect cleaning, neglect, fire, explosion, radiation, collision or other accident, adverse weather conditions (ie: "Acts of God") and the like.
3. The Warranty will not apply if EBS' products have not been paid in full.
4. EBS' liability in respect of the supply of defective products is limited to any one of the following as determined by EBS at its absolute discretion:
  - a. the replacement of EBS' products (with its own or equivalent products);
  - b. the repair of EBS' products;
  - c. the payment of the cost of replacing or repairing EBS' products.
5. EBS will have no liability arising out of or in connection with special, consequential, direct or indirect loss, damage, harm or injury suffered or incurred as a result of the supply of defective products unless, and then only to the extent that, such a liability is imposed on EBS by law.
6. All other warranties, representations and/or implied terms and conditions are excluded to the fullest extent permitted by law.
7. All warranty claims will be accepted at EBS' discretion. To claim under this warranty, the purchaser must provide proof of purchase and submit the below claim form to EBS within 21 days after the defect was reasonably apparent. If the defect was reasonably apparent prior to installation, then the claim must be made prior to installation. All costs and expense for warranty claims, service and return of product if requested by EBS shall be borne by the purchaser/claimant. Please email the completed claim form to [info@ecobuildsolutions.com.au](mailto:info@ecobuildsolutions.com.au)

**WARRANTY CLAIM FORM**

Name: _____	Telephone #: _____
Address: _____ _____	Email: _____
Tax Invoice #: _____	Product Type: _____
Purchase Date: _____	Product Installed Date: _____
Problem Description: _____ _____ _____ _____ _____ _____ _____	