

SABURI CLUB H+ – ULTIMATE COVER

12-Year Full Restoration Protection Plan

Programme Documents — Terms & Conditions

At a Glance

Item	Ultimate Cover
Product	Saburi Club H+ plywood only (all thicknesses, all sizes)
Cover period	12 years from the date of the original purchase invoice
What triggers a claim	Borer attack · Termite attack · Delamination / ply separation · Bonding defect (IS 710 BWP failure)
What is paid	Replacement Club H+ plywood + laminate/veneer + adhesive + carpentry labour + polishing/painting + local transport for the affected furniture
Cap per claim	5 × invoice value of the affected Club H+ material
Activation	WhatsApp registration within 90 days of invoice → digital Ultimate Cover certificate
After 12 years	Standard Saburi Club H+ product warranty continues (material replacement only)
Who is covered	Original purchaser, at the original installation address; not transferable

PART A — TERMS & CONDITIONS

1. DEFINITIONS

- 1.1 These Warranty Terms & Conditions (“Terms”) offered by Saburi Panels Private Limited and Saburi Engineered Wood Panels Private Limited, which together trade under the brand Saburi Plywood and are together referred to in these Terms as the “Company”.
- 1.2 **Covered Product** means genuine Saburi Club H+ plywood, of any thickness and size, purchased in India from Saburi or a Saburi-authorized dealer on or after **20th September 2026**, and identifiable by its Saburi brand marking and batch/QR code.
- 1.3 **Customer** means the person or entity named on the original purchase invoice and on the Ultimate Cover registration.
- 1.4 **Covered Defect** means any one of the following, confirmed in the Covered Product by Saburi's inspection under clause 6:
- (a) borer infestation of the Covered Product;
 - (b) termite infestation of the Covered Product;
 - (c) delamination — separation of the plies or failure of the glue line — in normal indoor use;
 - (d) bonding defect, i.e. failure of the Covered Product to meet the BWP-grade glue-shear / water-resistance requirements of IS 710 on laboratory testing.
- 1.5 **Affected Furniture** means the furniture unit or fixed woodwork (for example a wardrobe, kitchen cabinet run, or bed) in which the Covered Defect is confirmed, to the extent it is made from the Covered Product.
- 1.6 **Restoration Cost** means the reasonable cost, at prices prevailing on the date of assessment, of restoring the Affected Furniture to its prior condition, limited to the heads of cost in clause 4.1.
- 1.7 **Cover Period** means twelve (12) years from the date of the original purchase invoice.

2. ELIGIBILITY & ACTIVATION

- 2.1 Ultimate Cover is activated only by registration. The Customer must register within **ninety (90) days** of the invoice date by sending the following on WhatsApp & mail to **[6293009777 / warranty@saburiply.com]**: (a) a clear photo of the tax invoice showing the dealer's name and GSTIN, product description, quantity and date; (b) a photo of the Saburi batch/QR marking on at least one sheet; and (c) the installation address and the Customer's name and mobile number.
- 2.2 On successful verification Saburi will issue a digital Ultimate Cover Certificate with a unique Cover ID on WhatsApp within 7 working days. The Certificate is the only proof of activation; an unregistered purchase carries the standard product warranty only.

- 2.3 Registration is available to end customers purchasing for their own residential or commercial premises. Purchases by dealers, sub-dealers, contractors or fabricators for resale are not eligible; the end customer must register in their own name.
- 2.4 Ultimate Cover is personal to the Customer and the installation address on the Certificate. It does not transfer on sale of the property or the furniture, and it does not apply if the furniture is relocated.
- 2.5 Ultimate Cover applies only to Covered Product installed in India in interior, above-ground applications by a carpenter or fabricator, using adhesives and fasteners fit for BWP plywood, within **12 years** of the invoice date.

3. WHAT ULTIMATE COVER PROMISES

- 3.1 If a Covered Defect is confirmed during the Cover Period, Saburi will, at its option, either (a) arrange restoration of the Affected Furniture through a Saburi-authorized carpenter, supplying replacement Club H+ plywood and the other covered materials; or (b) reimburse the Customer's Restoration Cost against itemised bills — in each case up to the limits in clause 5.
- 3.2 Where the Affected Furniture is built partly from the Covered Product and partly from other plywood, board or timber, Saburi's liability is limited to the proportion of the Affected Furniture made from the Covered Product, and no claim lies if the defect is confirmed only in the non-Saburi material.
- 3.3 Replacement plywood supplied under a claim is covered for the unexpired balance of the original Cover Period only; it does not restart the 12 years.

4. HEADS OF COST COVERED AND NOT COVERED

4.1 Covered (for the Affected Furniture only):

- (a) replacement Saburi Club H+ plywood of the same thickness, in the quantity actually required;
- (b) decorative laminate or veneer of equivalent grade, up to **₹[100] per sq. ft.** — premium, imported, acrylic, PU-coated or designer finishes are reimbursed only up to this rate;
- (c) adhesive, edge-banding and fasteners;
- (d) carpentry labour for dismantling, refabrication and re-fixing, at Saburi's scheduled rate for the city;
- (e) polishing or painting of the restored surfaces, where the original finish was polished or painted;
- (f) local transport of materials and debris removal within city limits.

4.2 Not covered under any circumstances:

- (a) hardware and fittings (hinges, channels, handles, locks, lifts, baskets), glass, mirrors, stone, quartz, solid-surface tops, appliances, sinks, lighting, electrical and plumbing work;
- (b) furniture, panels or areas of the premises where no Covered Defect is confirmed, even if adjoining;
- (c) cost of interior designers, architects, supervision, permissions, or society charges;
- (d) alternate accommodation, storage, loss of use, loss of rent, business interruption, or any indirect or consequential loss;
- (e) anti-termite or pest-control treatment of the premises;
- (f) any work carried out before Saburi's inspection, or by a carpenter not approved in writing by Saburi where Saburi has elected option 3.1(a).

5. LIMITS OF LIABILITY

- 5.1 Saburi's total liability for all claims under one Certificate shall not exceed the lower of: (a) **five (5) times** the invoice value (excluding GST) of the Covered Product recorded on that Certificate; (b) actual cost of the product.
- 5.2 Where Saburi elects to reimburse, payment is made to the Customer's bank account by electronic transfer within 15 working days of Saburi's written acceptance of the itemised bills. Saburi may make part-payment on completion of each stage of restoration.
- 5.3 Once Saburi has restored or reimbursed the Affected Furniture, the Cover Period continues for the remaining Covered Product, but the limit in clause 5.1 is reduced by the amount already paid.
- 5.4 Ultimate Cover is a product assurance offered by Saburi as manufacturer. It is not an insurance policy and nothing in these Terms creates an insurer–insured relationship.

6. HOW TO CLAIM

- 6.1 The Customer must notify Saburi within **30 days** of first noticing the defect, by WhatsApp to the Ultimate Cover number or by calling **[toll-free number – 1800 313 666 000]**, quoting the Cover ID and sending photographs and a short video of the defect.

- 6.2 Saburi will acknowledge the claim within 7 working days and arrange a physical or video inspection by its technical representative within the next **7 working days** in metro and Tier-1 cities, and within the next **15 working days** elsewhere, after confirmation.
- 6.3 The Customer must (a) not repair, dismantle, treat, paint over or dispose of the affected material before inspection; (b) allow the representative to cut a sample of the affected panel for testing; and (c) preserve the affected material until the claim is closed.
- 6.4 Where the representative cannot determine the cause on site, the sample will be sent to a BIS-recognised or NABL-accredited laboratory (for example the National Test House). The laboratory report is final and binding on both parties as to whether a Covered Defect exists.
- 6.5 Saburi will communicate its decision in writing (WhatsApp/email) within 21 working days of inspection, or within 10 working days of receiving the laboratory report, whichever is later, stating the restoration scope and the approved amount.
- 6.6 Saburi will cover the cost of the first laboratory test. If the Customer disputes the result and requests a second test, the Customer bears its cost, refundable if the second test confirms a Covered Defect.

7. EXCLUSIONS

Ultimate Cover does not apply, and no claim will be admitted, where the damage or defect arises wholly or partly from:

- (a) improper storage, handling or transport after delivery, including storage on the floor, in the open, or in contact with wet surfaces;
- (b) exposure to standing water, seepage, plumbing or roof leaks, dampness, flooding, or use in contact with soil, masonry or concrete without a moisture barrier;
- (c) exterior, marine, industrial or structural use; use as shuttering, flooring or wall panelling in wet areas;
- (d) fire, lightning, earthquake, storm, flood, riot, or any act of God or third party;
- (e) cutting, machining, chemical treatment, painting or coating that has been done in a manner that opens or damages the glue line, or any alteration of the product after purchase;
- (f) warping, bending or cupping of panels, which is a function of installation, support and ambient moisture and is not a Covered Defect unless caused by confirmed delamination;
- (g) natural characteristics of wood such as colour variation, grain, minor face repairs, surface checks or pin-knots;
- (h) mechanical damage, impact, abrasion, overloading, or normal wear and tear;
- (i) infestation that originates in and is confined to non-Saburi wood, board or timber in the same premises;
- (j) product purchased from an unauthorised source, product without Saburi marking, seconds/rejects, or product for which the invoice is altered or cannot be verified with the issuing dealer;
- (k) any false statement, concealment or misrepresentation in registration or in the claim, in which case the Certificate stands cancelled and any amount paid becomes refundable to Saburi.

8. GENERAL

- 8.1 The Customer must keep the original invoice and the Certificate and produce them on request. The invoice date on Saburi's dealer billing record prevails in case of dispute.
- 8.2 Replaced material becomes the property of Saburi on payment or restoration.
- 8.3 Saburi may amend these Terms prospectively for new registrations.
- 8.4 Ultimate Cover and the standard Club H+ product warranty are the sole and entire assurance given by Saburi in respect of the Covered Product. Dealers, sales staff and carpenters have no authority to vary these Terms or to make additional promises on Saburi's behalf.
- 8.5 These Terms are governed by the laws of India. Subject to the Customer's rights under the Consumer Protection Act, 2019 (which are not affected), courts at **Kolkata** have exclusive jurisdiction.
- 8.6 If any provision is held unenforceable, the remainder continues in force.

9. CONTACT

Saburi Plywood

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Business hours: Monday to Saturday, 11:00 AM to 7:00 PM