

SABURI FR – 2X LIFETIME WARRANTY

Warranty Terms & Conditions

Applicable to Saburi FR Plywood (Fire Retardant, BWP Grade)

These Warranty Terms & Conditions (“**Terms**”) govern the 2 Times Lifetime Warranty 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**”, on the product listed in Clause 1. They are to be read together with the Warranty Certificate issued to the Customer and form an integral part of it. In the event of any inconsistency between the Warranty Certificate and these Terms, these Terms shall prevail.

1. PRODUCT COVERED

- 1.1 This warranty applies only to **Saburi FR Plywood (Fire Retardant, BWP Grade)** manufactured by the Company (the “**Product**”), bearing the Saburi FR branding screen and/or roller impression.
- 1.2 This warranty applies to Saburi FR only and to no other Saburi product, brand, range or grade. Products of other Saburi ranges carry their own separate warranty terms.
- 1.3 The Product must bear the Saburi FR branding and must have been purchased from the Company or from a dealer, distributor or retailer expressly appointed by the Company and recorded as such in the Company's records (an “**Authorised Dealer**”), against a valid tax invoice or cash memo. Material purchased from any other source is not covered.

2. WARRANTY PERIOD AND WHAT IS WARRANTED

- 2.1 Subject to these Terms, and to the Customer having complied with every condition set out in them, the Company warrants the Product, for as long as the Customer owns and uses it at its original installation (the “**Warranty Period**”), against:
 - (a) fungal attack;
 - (b) termite infestation; and
 - (c) borer attack; and
 - (d) failure of fire-retardant performance and of BWP (Boiling Water Proof) grade bonding, each as per the applicable BIS specification.each a “**Covered Defect**”, confirmed by the Company's inspection under Clause 4, occurring in normal indoor use.
- 2.2 This is a money-back warranty and not a replacement or restoration warranty. On a valid claim, the Company's only obligation is to pay the Customer the amount calculated under Clause 5, against the quantity of Product found to be genuinely affected by a Covered Defect.
- 2.3 This warranty does not cover, and the Company gives no assurance against, manufacturing defect, delamination or separation of plies, or bonding/glue-line failure other than the fire-retardant and BWP-grade bonding performance covered under Clause 2.1(d); such matters, where applicable, are addressed under the Company's standard product warranty for the Product.

3. MANDATORY WARRANTY REGISTRATION

- 3.1 **Registration is a condition precedent to this warranty.** The warranty is activated only upon successful registration of the purchase with the Company.
- 3.2 The Customer must register the purchase within 90 (ninety) days of the date of invoice through either of the following channels:
 - (a) the warranty registration page at www.saburiply.com/warranty-registration; or
 - (b) WhatsApp to +91 62930 09777.
- 3.3 Registration requires: a legible copy of the tax invoice or cash memo; the Customer's name, installation address, mobile number and e-mail; the Authorised Dealer's name; the product description, thickness, size and quantity purchased; and the consent recorded under Clause 10.
- 3.4 On successful registration the Company will issue a **Warranty Registration ID** and a digital warranty confirmation to the registered mobile number and/or e-mail. The Warranty Registration ID must be quoted in every communication and in any claim.
- 3.5 Purchases not registered within the period stated in Clause 3.2 are not covered by this warranty, and no claim in respect of such purchases shall be entertained.
- 3.6 Registration confirms only that a purchase has been recorded. It is not an acknowledgement that the Product is free from defect, nor an admission by the Company that any subsequent claim is admissible.
- 3.7 It is the Customer's responsibility to keep the registered mobile number, e-mail address and installation address current throughout the Warranty Period by notifying the Company of any change. The Company is entitled to rely on the particulars last registered.
- 3.8 Acceptance of these Terms is recorded electronically at the time of registration by means of a mandatory declaration, in the form set out in **Annexure A**, which the Customer must affirmatively accept before registration can be completed.

4. HOW TO CLAIM

- 4.1 The Customer must notify the Company within **30 (thirty) days** of first noticing the Covered Defect, by WhatsApp to **+91 62930 09777** or by calling the toll-free number **1800 313 666 000**, quoting the Warranty Registration ID and providing photographs and a short video of the defect.
- 4.2 On receiving a claim, the Company will depute an authorised representative to carry out a physical inspection of the affected Product at the installation site.

- 4.3 The Company reserves the right to take samples of the affected Product and send them for physical, chemical and/or laboratory examination. The claim will be processed only on receipt of a satisfactory laboratory examination report, and the Customer must allow a minimum of 30 (thirty) days from the date of sample collection for this process.
- 4.4 The Customer must produce the proof of purchase (tax invoice or cash memo) issued by the Company or its Authorised Dealer, and the Warranty Registration ID, as a condition of any claim.
- 4.5 The Company's decision on whether a Covered Defect is established, and on the quantum payable under Clause 5, shall be final and binding on the Customer.

5. WHAT IS PAID AND LIMITS OF LIABILITY

- 5.1 Where a Covered Defect is confirmed, the Company's entire liability is limited to payment to the Customer of an amount equal to **2 (two) times** the invoice value (excluding GST) of the quantity of Product actually found to be affected by the Covered Defect.
- 5.2 Liability under this warranty is limited strictly to the Product found to be genuinely damaged; no claim lies in respect of unaffected Product, adjoining furniture or other material, fittings, labour, or any other consequential cost.
- 5.3 Where the Company accepts a claim, payment will be made to the Customer's bank account by electronic transfer within 15 (fifteen) working days of the Company's written acceptance of the claim.
- 5.4 This warranty is a product assurance offered by the Company as manufacturer. It is not an insurance policy, and nothing in these Terms creates an insurer–insured relationship.

6. WHAT IS NOT COVERED

This warranty shall not apply, and no claim shall be entertained, where:

- (a) the Product has been used together with, or in the same furniture or installation as, any plywood, board or panel product of another brand;
- (b) the Product has been subjected to abnormal humidity, moisture or damp conditions, or has been kept in damp storage;
- (c) there has been a lack of proper supervision, unfavourable site conditions, or abnormal or improper usage of the Product;
- (d) the defect arises from a cause excluded under Clause 2.3;
- (e) the claim relates to hardware, fittings, laminate, veneer, paint, polish, adhesive, carpentry labour, or any other cost or material beyond the invoice value of the Product itself; or
- (f) the Product was not purchased against a valid tax invoice or cash memo, or was not registered in accordance with Clause 3.

7. GENERAL TERMS

- 7.1 This warranty is personal to the Customer named at registration and is valid only at the original installation address recorded under Clause 3.3. It is not transferable on sale of the property or the furniture, and does not apply if the Product is relocated.
- 7.2 This warranty certificate is valid only against a proper tax invoice or cash memo bearing the Authorised Dealer's signature and stamp.
- 7.3 The authority to interpret and implement this warranty rests solely with the Company, and the Company's decision in every respect shall be final and binding.
- 7.4 Any breach of the conditions set out in these Terms will render the warranty null and void.
- 7.5 These Terms are governed by the laws of India, and the courts at Kolkata, West Bengal shall have exclusive jurisdiction.