TERMS & CONDITIONS

1. Upon receipt of a complaint, Greenpanel Industries Limited shall depute its authorized representative to inspect the allegedly damaged product at the place of use.
2. The purchaser shall produce valid proof of purchase, such as the original invoice issued by an authorized Greenpanel dealer or the Company.
3. Upon verification of product authenticity and confirmation of a covered manufacturing defect, the Company shall replace an equivalent quantity of the genuinely affected material.
4. This guarantee shall not cover normal wear and tear, accidental damage, abnormal usage or circumstances beyond the Company's reasonable control.
5. This guarantee shall not apply where Greenpanel Flexy Plywood is combined with other brands of wood panels or untreated timber, and the damage is attributable to such use.
6. This guarantee shall cover only Greenpanel Flexy Plywood and shall not extend to any other property, furniture, fixtures or associated materials. Greenpanel Flexy Plywood is not suitable for load-bearing applications and shall not be used for any such purpose.
7. 15-Year Guarantee against Borer and Termite Attack: Greenpanel Industries Limited provides a 15-year guarantee against borer and termite attack, subject to the following conditions:

   Although the product is treated with specialized protective chemicals, this guarantee shall not cover natural wear and tear or abnormal use, including proximity to water, prolonged exposure to moisture or water seepage, or where the product has moisture content exceeding 15%, in accordance with applicable BIS norms. It shall also exclude damage arising from improper storage, lack of maintenance, severely pest-infested environments, inferior workmanship or improper installation. The Company shall not be responsible for any consequential damage or losses arising therefrom.

8. The Company's liability shall be limited to replacement of the quantity of material found defective and covered under this guarantee.
9. This guarantee shall not cover any commercial or economic loss, including direct, incidental or consequential damages.
10. This guarantee shall become invalid in the event of any breach of the stated terms and conditions by the purchaser or consumer.
11. The purchaser shall strictly follow the Company's recommended instructions regarding storage, handling, installation, application and maintenance of the product.
12. This guarantee shall not apply if the product has been misused, altered, modified or tampered with by the consumer or any unauthorized person.
13. The Company shall not entertain claims arising from improper installation, inadequate maintenance, poor workmanship or failure to follow recommended application instructions.
14. Any independent warranty or assurance provided by a dealer, contractor, carpenter or other third party without written authorization from Greenpanel Industries Limited shall not be binding on the Company.
15. All claims shall be subject to verification of product authenticity and confirmation of the covered defect through physical inspection and, wherever necessary, laboratory testing.
16. The Company reserves the right to verify product identification through manufacturing details, batch number and prescribed identification markings.
17. Customers must retain the original purchase invoice and product identification details for guarantee claims.
18. This guarantee applies exclusively to Greenpanel Flexy Plywood, manufactured and marketed by Greenpanel Industries Limited under its approved guarantee policy.
19. This guarantee shall be applicable to eligible products manufactured by Greenpanel Industries Limited under the applicable policy.
20. The guarantee shall remain valid for 15 years from the date of manufacture mentioned on the product, subject to compliance with all the above terms and conditions.