

TERMS OF GUARANTEE FOR TRADE

- Greenpanel Industries Limited, the manufacturer of Greenpanel Plywood brand, offers a 5-year guarantee to its customer (end user) on Greenpanel G-PRO MR Plywood from the date of purchase.
- The 5-year guarantee shall be valid on Greenpanel G-PRO MR Plywood only against manufacturing defects* and damages by Borer and Termite. No other type of damage/defects in the product due to improper storage, improper storage handling, or wrong workmanship shall be entertained by Greenpanel.
- An environment that is excessively pest-infested, poorly maintained, or both, as well as products that are near water or that have a moisture content of over 15% not in compliance with BIS standards or other comparable circumstances. Any subsequent harm to the plywood goods is not Greenpanel's responsibility.
- Greenpanel shall not make any monetary compensation for the loss incurred to the customer by the use of defective/ damage Greenpanel G-PRO MR Plywood.
- Greenpanel shall replace the defective plywood with equal quantity of similar plywood to its customer based on the production of original invoice issued by the authorized dealer/distributor of Greenpanel at the time of purchase. Greenpanel shall not reimburse any other cost or expenses to the customer in this regard.
- Customer has to lodge their complaint against defects/ damage of the product by sending email to Greenpanel on email ID : info@greenpanel.com and should provide purchase and other details and attach copy of Invoice against purchase of goods. The original Invoice is required to be sent separately to Greenpanel after lodging above claim.
- The 5-year guarantee will be valid if Greenpanel G-PRO MR Plywood is not clubbed with any other plyboard or product of other manufacturers / brand by the customer in their products/ finished goods/ furniture.
- After the complaint is lodged by the customer, Greenpanel will depute its officials at the customer's location mentioned in the complaint. After thorough inspection by its officials, if the material is found defective/ damaged, then Greenpanel will replace the defective product/s free of cost to its customer. Greenpanel reserves sole discretion to replace defective G-PRO MR Plywood and right to modify/ alter 5 years Guarantee on G-PRO MR Plywood without any intimation.
- Any dispute with respect to the guarantee offered by Greenpanel shall be governed by Indian laws and courts of Gurugram shall have the exclusive jurisdiction to entertain and try the same.

* Bond Strength

For filing of any complaint, please email us on info@greenpanel.com or call us on our toll free number 1800-102-2999.

Dealer's stamp

Notes

Greenpanel Industries Limited

Registered & Corporate Office

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