



## TERMS OF WARRANTY FOR TRADE

### A. Warranty-Eligibility

This warranty is effective for HDWR Water Resistant Door only. We warrant that if HDWR Door exhibit any kind of manufacturing defect in the material within 15 years from the date of original purchase from the authorised Dealer/Distributor, Greenpanel Industries Limited (GIL) shall on receipt of such complaint / intimation, shall repair or replace the said damaged products upon producing the original purchase invoice. No monetary compensation for the loss to customer shall be entertained for the defects / damages.

### B. Warranty-Exclusions and Limitations

#### 1. The warranty is not valid if:

- a. HDWR Door is not stored, installed, handled and/or used properly.
- b. HDWR Door is used in areas, which experience high relative humidity of more than 70%. HDWR Door is used in circumstances where continued wetting is likely or there is exposure to high humidity over long period of time. If the board is continually kept wet, which may result in degradation through glue bond break down and fungal attack.
- c. If exposed to chemicals, harsh environment or direct contact with soil, high alkalinity or highly acidic material.
- d. Normal wear and tear, heavy impact, scratches and natural weathering of surfaces or variations in the color or texture of field-finished coating.
- e. Any Force Majeure events. "Force Majeure" means any circumstances or occurrences beyond the reasonable control of Greenpanel Industries Limited, whether or not foreseeable at the time of concluding the agreement for the sale of the products, as a result of which we cannot reasonably perform or execute its obligations, including, without limitation, acts of God, natural catastrophes including earthquake, lightning, hurricane, typhoon, flooding or volcanic activities or extreme weather conditions, strikes, lock-outs, war, terrorism, political situation, civil unrest, riots, sabotage, vandalism, pandemic situation.
- f. Problems related to finished products.
- g. Warp/expansion which does not exceed our product specifications. For more details related to product specification please visit our website [www.greenpanel.com](http://www.greenpanel.com).
- h. Flaws in structure design and construction.
- i. If combined with any other brand products.
- j. If termite treatment at termite prone area is not done prior to application.
- k. GIL shall not be liable for special, indirect, consequential, or incidental damages.

#### 2. The warranty does not cover the following:

- a. Cost for labour, removal or disposal of defective product(s), freight, taxes or any other charge related to a failed product, installation or finishing of replacement panels.
- b. Any incidental or consequential damage, economic, exemplary, special, punitive, breach of duty or damages, whether direct or indirect, howsoever arising.
- c. Cost of hardware or accessories.
- d. The costs associated with removal of damaged HDWR Door product, installation of replaced product or any remanufacturing costs.

### C. Warranty-Disclaimer / Terms & Conditions:

- 1. Greenpanel Industries Limited reserves the right to modify / alter the policy without any advance intimation.
- 2. Upon receiving the complaint, GIL will inspect the damaged product. In case the product doesn't meet the set criteria as mentioned above, GIL reserves the right to refuse the claim.
- 3. The replacement product will be provided in the same specification as the original product.
- 4. Any dispute with respect to the guarantee clause shall be governed by Indian laws and Courts of Gurugram have the exclusive jurisdiction to entertain and try the same.

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

Dealer's stamp

Notes

### Greenpanel Industries Limited

#### Registered & Corporate Office

DLF Downtown, Block 3, 1st Floor, DLF Phase 3, Sector 25A,  
Gurugram - 122002, Haryana, India | Tel No.: +91-124 4784 600  
Email: [info@greenpanel.com](mailto:info@greenpanel.com) | CIN: L20100HR2017PLC127303

[www.greenpanel.com](http://www.greenpanel.com)  
Toll Free No.: 1800-102-2999

Connect with us:



**15 YEARS WARRANTY\***  
**INDIA'S NO. 1 MDF COMPANY\***