



Palram Industries Ltd.



# SUNTUF® BH

## MANUFACTURER'S LIFE TIME LIMITED WARRANTY

**Customer:**  
**Product Details:**

**Project:**  
**Pallet #:**

**PALRAM invoice #:**  
**Order #:**

### Definition

"SUNTUF BH" corrugated transparent or translucent Polycarbonate sheets (hereinafter "the Product") are hereby warranted by PALRAM Industries (1990) Ltd. (hereinafter "the Manufacturer"), subject to any other terms contained herein:

### Manufacturer's Details:

Palram Industries (1990) Ltd  
Address: c/o Palram Australia Pty Ltd ACN 102 673 932, 34 Buys Court, Derrimut, VIC 3030,  
Tel No: 03-9219 4444. Email: [palram.australia@palram.com](mailto:palram.australia@palram.com)

### Scope of Warranty

In addition to any rights and remedies under Australian Consumer Law, the Manufacturer warrants (subject to the conditions set out below) as follows:

#### Light Transmission – Lifetime warranty

The Product shall not lose more than 7% of its light-transmitting capability (hereinafter "decrease") for a period of 10 years from the commencement date and shall not lose more than 1% per year from the end of the period of 10 years from the commencement date, as defined below, as a direct and exclusive result of solar radiation impact (as measure pursuant to the procedures specified in ASTM E-313-05).

#### Breakage – 13 year warranty

The Product shall not break due to loss of impact strength as a direct and exclusive result of weathering and/or, shall not break as a direct and exclusive result of the impact of hail, measuring up to 25mm (1") diameter, attaining a velocity of up to 20 m/s (44.7mph) (Loss of above capability shall be hereinafter referred to as "breakage"). Excessive loss of impact strength will be determined by test according to ISO 6603/1-1985(E) and/or ASTM D-5628-95 method F, to be applied on a sample of the broken sheet. This warranty applies only if the sample will be brittle broken in this test into separate pieces (shatter).

#### Commencement Date

The commencement date shall be the date of the Product's manufacture or – if such date does not appear on the product – the date upon which the Product was purchased from the Manufacturer.

#### Limitations

This warranty shall be valid only if the product is handled, stored, cleaned, installed and maintained in accordance with Manufacturer's written instructions.

#### Claims and Notifications

Every warranty claim must be notified in writing to the Manufacturer within the warranty period and immediately after occurrence of decrease or breakage, enclosing the original sales receipt and this warranty. The claimant must allow the Manufacturer to inspect any or all of the sheets involved and the installation site itself while the sheets are still in their original position and have not been removed or moved or altered in any way and/or return the sheets to the Manufacturer for testing. The Manufacturer reserves the right to investigate independently the cause of any failure.

#### Compensation

If the Manufacturer is duly notified of decrease or breakage within 3 (Three) years of the commencement date, and a claim upon such decrease or breakage is properly made and approved, the Manufacturer may either provide free substitute product or, at its exclusive option, refund the original purchase price.

If the Manufacturer is duly notified of decrease or breakage after more than 3 (Three) years from the commencement date, and claim upon such decrease or breakage is properly made and approved, the Manufacturer may either sell substitute product to the purchaser at a discounted replacement price or, at its exclusive option, may refund the difference between the Manufacturer's effective price at the time of replacement and the discounted replacement price.

The discounted replacement price to be paid by the purchaser will be 10% of the Manufacturer's effective price at the time of replacement, multiplied by the number of years from commencement date to replacement time, but not exceeding 90% of the Manufacturer's then effective price.

The Manufacturer at its exclusive option may refund the difference between the effective price and the discounted replacement price as above, instead of providing substitute product.

The Manufacturer's liability does not include any costs of removal and installation of sheets and the Manufacturer will not be liable under this limited warranty for any other claim for direct or indirect damage or loss or for consequential loss arising from failure.

#### Jurisdiction

This limited warranty shall be governed by and shall be construed according to the laws of the State of Israel. The Israeli court in Haifa shall have the exclusive jurisdiction.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.