

FORTÉ TIMBER VENEER PANEL & PANELLING WARRANTY

APPLIES TO: ALOR & MUURO PREFINISHED TIMBER VENEER COLLECTIONS SUPPLIED BY FORTÉ

Forté is committed to providing durable, high-quality timber veneer products within the Alor & Muuro Collections. This Residential & Commercial Warranty offers coverage to the original purchaser, including a 7 Year Structural Warranty, backed by Forté's confidence in our products. All coverage detailed below is in addition to your rights under the New Zealand Consumer Guarantees Act 1993 and is designed to reflect the realistic performance and lifespan you can expect from Forté timber veneer products & accessories under normal residential and commercial use.

7 YEAR STRUCTURAL RESIDENTIAL & COMMERCIAL WARRANTY

Forté warrants that any Alor & Muuro products supplied for the project will remain free from structural manufacturing defects for a period of 7 years, provided the product is designed, fabricated and installed according to the Related Documentation*, and it is maintained under Normal Environmental Conditions**. For panels supplied in sheet form, the integrity of the panel structure must be preserved during any third-party fabrication process prior to installation.

Definitions:

Structural manufacturing defects include:

- The separation of the veneer layer from the core layer due to a glue bond failure (commonly known as delamination).
- Warping or twisting, cupping and bubbling of individual panels or planks that exceeds industry-accepted tolerances for veneer-based products.

****Normal Environmental Conditions** refer to: everyday activities typically associated with residential and commercial use, strictly subject to compliance with the temperature, humidity and surface condition ranges set out in our Related Documentation*.

Residential: refers to private homes or apartments where the area is solely used for normal household living activities. It is subject to light to moderate traffic and typical domestic conditions, without continuous public access.

Commercial means places that the public can use or that are used for work or business, such as offices, shops, restaurants, hotels, schools, or care facilities. Commercial use includes built-in furniture and cabinets for workplaces, shops, restaurants, apartments, aged-care homes, and hotels. Commercial use excludes heavy commercial use, meaning environments involving continuous high-impact use, high traffic loads, industrial processes, or conditions materially exceeding those typically found in offices, retail, hospitality, education, healthcare or accommodation settings.

*RELATED DOCUMENTATION

[Alor Timber Veneer Panel System Design & Usage Guide](#)

[HDF Timber Veneer Overlay Wall & Ceilings System Design Guide](#)

[HDF Timber Veneer Overlay Wall & Ceilings System Installation Guide](#)

[Timber Veneer System Care and Maintenance Guide](#)

Transferability

This warranty only applies to the original residential purchaser and is only transferable in the case of new builds or renovations purchased through a developer, builder or specifier. In those cases:

- Coverage begins on the date of purchase (or when goods leave Forté's control for account customers) and does not reset with the transfer.
- The warranty may transfer once to the first homeowner.
- The product must retain its supplied, factory-finished surface condition. Standard cutting, drilling, and machining required for cabinetry manufacture or installation are permitted. Any sanding, refinishing, recoating, or other alteration to the factory-applied finish—whether during fabrication, installation, or after installation in its final location—will void this warranty.
- The transfer must be registered with Forté in writing within 6 months of the property's completion or sale.
- Upon acceptance of the transfer by Forté, the warranty continues for the remainder of the applicable warranty periods.
- No further transfer is permitted.

Where timber veneer panels or panelling are purchased by commercial customers for use within residential developments or dwellings, a **Residential Warranty** will apply, provided the developer or builder or specifying professional completes the required warranty transfer.

Exclusions & Limitations

Except to the extent prohibited by law, including the Consumer Guarantees Act 1993, this express warranty does not cover, and Forté is not liable for, loss, damage or defects arising from or relating to the following.

FABRICATION, INSTALLATION AND WORKMANSHIP

- Incorrect fabrication, handling or modification of the product, including improper cutting, machining, storage, transport, handling, on-site trimming, sanding or finishing not expressly recommended by Forté;
 - Installation that does not comply with Forté's published design, installation or system documentation, including installation on uneven, unstable or inadequately prepared substrates, failure to allow for required movement or expansion, or incorrect detailing;
 - Use of incompatible, unauthorised or non-specified adhesives, fasteners, coatings, finishes, jointing systems or third-party products;
 - Installation by unqualified tradespeople, poor workmanship, or work not carried out in accordance with recognised good trade practice, the New Zealand Building Code, or applicable laws, regulations or standards;
 - Workmanship warranties, which remain the responsibility of the fabricator, installer or contractor.
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ENVIRONMENTAL CONDITIONS AND MOISTURE

- Exposure to surface temperatures, ambient temperatures or humidity levels outside the ranges specified by Forté;
- Lack of appropriate climate control, including exposure to direct sunlight, heating or cooling sources that cause excessive heat, dryness or humidity;
- Moisture ingress, including flooding, leaks, vapour, condensation, steam, spills, rising damp or cleaning with excessive water;
- Abnormal moisture content in the product, including moisture levels;
- Hydrostatic pressure or substrate moisture affecting the product

Optimal Environmental Conditions

AMBIENT TEMPERATURE (HEAT/COOL)	16-27 °C
AMBIENT RELATIVE HUMIDITY (DRY/MOISTURE)	40-60%
SURFACE TEMPERATURE	20-30 °C

For more information on normal environmental conditions, refer to the [Care and Maintenance Guide](#).

UV EXPOSURE, COLOUR AND NATURAL TIMBER CHARACTERISTICS

- Colour change, fading, darkening or other appearance changes resulting from sunlight, UV exposure, heat or oxidation;
- Natural timber characteristics and movement, including seasonal expansion or contraction, gapping, surface checking, splitting or grain variation;
- Natural variations in colour, grain, knots, texture, sheen or finish between products, batches, samples, displays or promotional materials;
- Loss of gloss, changes in sheen or general appearance change over time.

NORMAL WEAR AND TEAR

- Scratches, scuffs, indentations, surface abrasions or pet damage arising from normal use;
- Wear-through of finishes caused by heavy use or lack of maintenance;
- Surface checking or small surface splits that may occur as a natural characteristic of timber.

IMPROPER USE, CLEANING OR MAINTENANCE

- Improper use, abuse or misuse of the product;
- Use of abrasive cleaners or pads, steam cleaners, excessive water, chemicals, solvents or non-approved cleaning or maintenance products;
- Failure to carry out cleaning, care, sanding or recoating in accordance with [Forté's Care and Maintenance Guide](#).

ACCIDENTAL DAMAGE AND EXTERNAL EVENTS

- Accidental damage, impact, burns, smoke, chemical exposure or similar external causes;
- Natural disasters or events beyond Forté's control, including but not limited to flooding, earthquakes, volcanic activity or fire;
- Damage typically covered by homeowner, commercial or construction insurance.

SCOPE OF USE AND RELOCATION

- Products installed outside approved interior applications, including exterior use or wet areas unless expressly permitted by Forté for the specific product and project;
- Products that have been removed, relocated or reinstalled, as this warranty applies only to products remaining in their original installed location.

VISIBLE DEFECTS AND NON-STANDARD PRODUCTS

- Manufacturing defects that were visible or reasonably apparent prior to fabrication or installation and not reported before installation;

Warranty Subject to Maintenance

To maintain warranty coverage, the panel or panelling must be cared for regularly and in line with [Forté's Care and Maintenance Guide](#).

Making a Claim

The Purchaser (or first property owner – as above) must notify Forté of any alleged defect:

- visible at the time of delivery – before installation; or
- concealed – within seven (7) days of discovery of the defect or as soon as reasonably practicable.

Forté or its appointed representative must be permitted to inspect the site prior to any remedial works being undertaken.

Our Obligations

Subject to the Consumer Guarantees Act 1993 (where applicable), if a valid claim is made under this express warranty, Forté's liability is limited, at its election, to one or more of the following remedies in respect of the affected product:

- repairing the defective product; or
- supplying replacement product of equal or greater value for the affected area; or
- refunding the purchase price paid for the affected product; or
- paying a pro-rata refund calculated by reference to the portion of the applicable warranty period remaining at the time the defect arises.

Where replacement product is supplied, Forté does not guarantee an exact match of batch, colour, grain or finish.

If the product was installed by a professional contractor recommended by Forté, Forté may contribute towards reasonable labour costs for removal and re-installation of replacement product, up to NZ \$80 + GST per square metre.

Forté may appoint a suitably qualified tradesperson of its choice to carry out authorised repair or replacement work.

Receiving a repair or replacement does not extend the original warranty period.

Governing Law

This warranty is governed by the laws of New Zealand.

Where the product is acquired for the purposes of a business (as defined in the Consumer Guarantees Act 1993), the parties agree that the provisions of that Act do not apply, to the fullest extent permitted by law.

If any provision of this warranty is held to be invalid or unenforceable, that provision will be severed and the remaining provisions will continue in full force.