



WARRANTY

MAXIS PRODUCTS CO. LTD. “THATCH” warranty is valid from the date of purchase. Maxis Products Co. Ltd. guarantees that the goods supplied are brand new and unused, that the goods are according to the samples. The warranty is not transferable and applies only to the original purchaser of the Maxis Products “THATCH” product, subject to compliance with the condition of Warranty below:

1. For the period of 5 years from the date of purchase, Maxis Products Co. Ltd. warrants that the THATCH products are water and flame-resistant (when custom ordered), Low maintenance without decay, de-lamination or loosening like natural materials. Free of termite, weevil and other insects. It does not absorb water and hold rain.
2. For the period of 5 years from the date of purchase, Maxis Products Co. Ltd. “THATCH” warrants that the accessories supplied by Maxis Products Co. Ltd. will be free from defects.
3. For the period of 5 years from the date of purchase, Maxis Products Co. Ltd. “THATCH” warrants that the seller shall be responsible for the replacement of spare parts in case of missing parts or breakage (except color fading) during the warranty period.

CONDITIONS OF WARRANTY AND MAKING CLAIM UNDER THIS WARRANTY

Maxis Products Co. Ltd. will not be liable for breach of this warranty unless the claimant provides proof of purchase and full payment of the Products invoice, Photos of the defects and products warranty reports, giving full details of the complaint to Maxis Products Co. Ltd. at the address set above or you can email us at info@maxiswood.com / admin@maxiswood.com / office@maxiswood.com.

The claimant is responsible for the costs of claiming under this warranty including the labour and freight costs associated with removing the Product and replacing it;

Upon receipt of a claim, Maxis Products Co. Ltd. reserves the right to check and inspect the Product. Maxis Products Co. Ltd. will inform the claimant by writing within 30 days after the inspection, whether the Product is defective under the terms of this warranty.

If Maxis Products Co. Ltd. determines that the Product is defective under the terms of this warranty, Maxis Products Co. Ltd. will replace the Product or part of it with the same or equivalent Product; or

If Maxis Products Co. Ltd. determines that the Product is not defective under the terms of this warranty, the claimant shall promptly reimburse Maxis Products Co. Ltd. for the costs of investigation and repair, if any, incurred by Maxis Products Co. Ltd..

LIMITATIONS

1. The product is subject to natural variation in finish as part of the manufacturing process. The purchaser or their installer/builder is responsible for inspecting, before installation, the colour, finish and size of the Product, identifying whether the Product has any other defect or manufacturing fault, and for ensuring the Product meets surface appearance and product specification requirements. Subject to the terms of this warranty, Maxis Products Co. Ltd. is not liable for claims made after the installation of the Product that relates to surface appearance and product specification.
2. The Product must be installed and maintained strictly under the relevant Maxis Products Co. Ltd. guidelines current at the time of installation and must be installed in conjunction with the components or products specified in the guidelines. To obtain copies of the guidelines go to www.maxiswood.com or email info@maxiswood.com and admin@maxiswood.com.
3. Maxis Products Co. Ltd. will not be responsible for damage to the Product if the project designed and constructed is not in strict compliance with all relevant provisions of the country (wherein the project located) building code regulations and standards.
4. Maxis Products Co. Ltd. will not be liable for defects caused by the third party's action, negligence, handling or storage of the Products. Maxis Products Co. Ltd. is also not liable for any loss, damage or expenses suffered by any third party however such losses or expenses are caused.
5. Except as specified in this document and fullest extent permitted by law:
 - a. Maxis Products Co. Ltd. will not be liable for any claim relating to damage or defects arising from transportation unless the claim is made within 7 days after receipt of the PRODUCT;
 - b. Maxis Products Co. Ltd. will not be liable for any claims made after the installation of the Product that relates to surface appearance and product specification or from defects in materials or workmanship;
 - c. Maxis Products Co. Ltd. will not be liable for any claims if the Product is not used, assembled and/or installed and maintained under the relevant Maxis Products Co. Ltd. guidelines;
 - d. Maxis Products Co. Ltd. will not be liable for any loss or damage (whether direct, indirect, consequential contingent or special) including personal injury, property damage, loss of profits, revenue, savings, labour, material or other costs, claims, damages or expenses, however, caused, including from breach of this warranty;
 - e. Maxis Products Co. Ltd. will not be liable for any claims, damages or defects arising from or in any way attributable to poor workmanship, poor design or detailing, settlement, or structure movement and/or movement of materials to which the Product is attached;

6. There may be slight colour differences between the original and replacement Product due to the effects of weathering and variations in materials over time and Maxis Products Co. Ltd. is not liable for any such colour differences.

NO OTHER WARRANTIES:

This warranty does not cover:

1. Discoloration or other damage to the Product caused by air pollution, exposure to harmful chemicals, or normal weathering from the elements, normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere which will cause any coloured surface to gradually fade, chalk, or accumulate dirt or stains. The severity of any condition depends on the geographical location of the product, the cleanliness of the air in the area, and many other influences over which Maxis Products Co. Ltd. has no control;
2. Damage by storm, tempest, acts of God, growth of mould, mildew, fungi, bacteria, or any other organism on the surface of the Product, or any other cause beyond the reasonable control of Maxis Products Co. Ltd.;
3. Growth of mould, mildew, fungi, bacteria or any organism on any products surface of the Product (whether on exposed or unexposed surfaces);
4. Variations in colour in different production runs or batches
5. Labour or Freight including costs associated with removing the defective Maxis Products Co. Ltd. or replacing it.

Maxis Products Co. Ltd. reserves the right without notice to amend its warranty and to discontinue or modify any of its Products, including the colour, and Maxis Products Co. Ltd. shall not be liable in the event the replacement Products may vary in colour or gloss in comparison to the original Product. If Maxis Products Co. Ltd. replaces any Product under this warranty, it may substitute Products designated by Maxis Products Co. Ltd. to be of comparable quality or value in the event that the Product initially installed has been discontinued or modified.

Except as specifically set out in this warranty, any term, representation, condition or warranty in respect of the quality, condition or description of the Product whether implied by statute, common law, trade usage, custom or otherwise is hereby expressly excluded. To the extent that legislation imposes warranties or impose an obligation upon Maxis Products Co. Ltd. which cannot be excluded, restricted or modified, this warranty must be read subject to those statutory to the extent that they apply.