

WOVEN IMAGE

PRODUCT WARRANTY



June 2026

WARRANTY

Woven Image Pty Ltd warrants that (subject to the conditions and exclusions set out below) the following products ('Products') will:

- at the date of manufacture, meet the specifications listed in the relevant product technical data sheet(s); and
- remain free from manufacturing defects from the date of purchase for the warranty period as follows:

Product	EchoFlex™ EchoVelour™	EchoPanel® EchoPanel® Precision cut Mura™ Trims	Embossed panels 3D formed products Woven Image textiles Hardware	Print Collection
Warranty period	15 years	10 years	5 years	3 years

CONDITIONS

This warranty will only apply:

- to Products installed in accordance with the Australian Building Code, other relevant laws and industry codes and Woven Image literature current at the time of purchase;
- to Products cleaned and maintained in accordance with Woven Image literature current at the time of purchase; and
- where Woven Image is provided a reasonable opportunity to inspect any alleged defective Products in situ.

EXCLUSIONS

This warranty does not apply to a Product which is removed from its first place of installation and re-installed.

- This warranty does not cover any Product defect or damage to the extent it is caused or contributed to by the following:
 - the transport, storage, handling, installation and/or cleaning and maintenance of the Product in an improper manner or in a manner other than as described in the Woven Image literature;
 - the incorrect specification/design, or incorrect selection for an application, or the Product is used outside its intended purpose as outlined in the Woven Image literature (including but not limited to outdoor installation, or exposure to sunlight);
 - further processing of the Product after receipt by Customer, including but not limited to cutting, glueing and installation methods; or
 - force majeure events, including, but not limited to, floods, earthquakes, severe weather and fire.

REMEDIES

- Subject to the rights and remedies of a consumer which cannot be limited at law, the liability of Woven Image under this warranty will be limited, at the sole option of Woven Image, to the:
 - supply of replacement Product or equivalent goods to replace the Product; or
 - repair of the Product; or
 - payment equivalent to the supply of a replacement or repair.
- Other than as expressly set out in this warranty, and the guarantees that cannot be excluded under law, Woven Image excludes all other warranties and guarantees with regard to the Products.

WOVEN IMAGE PRODUCT WARRANTY



June 2026

CONSUMER GUARANTEES

The warranties above are provided in addition to other rights and remedies available in respect of the acquisition of Products by a consumer (as defined in the Competition and Consumer Act 2010 (Cth)). The following statement is provided to a buyer who is a consumer under the Australian Consumer Law: *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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

MAKING A WARRANTY CLAIM

Any claims under this warranty must be made:

- by email to enquiries@wovenimage.com
- promptly upon discovery;
- prior to any Product removal, replacement, rectification or repair; and
- with supporting documentation including proof of purchase, installation date, address of installation, relevant Product photographs and a description of the claim.

All expense of claiming the warranty will be borne by the person making the claim.
