VidaSpace®

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20 Roe Street, Levin,
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VidaSpace Panel, Wall & Ceiling Warranty - 7 Years

Date of Issue: *January 2025*

Product Ranges Covered:

Querkus, Shinnoki, TABU, VidaGroove Slats, VidaPanel, VidaGroove Reclaimed.

Intended Use for:

These products listed are suitable for residential, commercial, hotel, office, retail and hospitality fitouts.

Veneer Panels
Querkus & Shinnoki Veneer Panels are made up of thin wood veneers, to produce a decorative panel intended to replicate the look of solid timber planks, without the typical challenges associated with solid timber.

Veneer Flex Sheets
Querkus, Shinnoki & TABU Veneer Flex Sheets are made up of thin wood veneers, to produce a decorative sheet that is flexible intended to replicate the look of solid timber planks, without the typical challenges associated with solid timber.

Veneer Slats
Shinnoki & Querkus Timber Veneer Slats are made up of veneered beams, to produce a 3-sided slat intended for decorative purposes only. These veneered slats replicate the look of solid timber planks without the typical challenges associated with sold timber.

Acoustic Slats
VidaGroove Slats are made of veneered slat panels with a recycled PET felt backing to intended for decorative purposes only.

Reclaimed Timber
VidaGroove Reclaimed planks are made of genuine reclaimed timber in both engineered or solid formats. VidaGroove Reclaimed is intended for interior decorative purposes only.

Product Warranty: 7 Years:

VidaSpace Ltd. (the “Company”) warrants to the initial purchaser (the “Customer”) that the Querkus, Shinnoki, TABU Veneer Panel & Flex Ranges, VidaGroove Slat Panel and VidaGroove Reclaimed Ranges (the “Product”) will be free from defects in manufacture for a period of 7 years from the date of purchase.

This warranty does not apply to any other product.
This warranty applies only to Product installed within New Zealand.
This warranty is provided in addition to your rights under the Consumers Guarantees Act 1993.

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Warranty Terms & Conditions:

1. Subject to the terms and conditions outlined in this document, VidaSpace Ltd. warrants that its Veneer & Slat Products shall be reasonably fit for purpose for which they are supplied, free from manufacturing defects, and will perform under normal usage for the warranty period of 7 years according to;

   1.1 The Building Product Information Requirements (BPIR) guidelines and other literature issued by VidaSpace Ltd. for the products collectively, applicable at the time the products were purchased and/or installed and

   1.2 VidaSpace installation guides and;

   1.3 Governmental regulations, Building Code compliance, and standard industry practices.

2. The warranty applies to the original purchaser of the Veneer/Slat product.

3. The warranty period begins from the date of purchase.

4. The product must be installed, fabricated and maintained in accordance with relevant literature current at the time of installation issued by VidaSpace Ltd. All other products, including coating and jointing systems, applied to or used in conjunction with the Product must be applied or installed and maintained strictly in accordance with the relevant manufacturer's instructions and by qualified tradespeople using good trade practice.

5. VidaSpace Ltd. is not responsible or liable under any circumstances for determining the suitability or compatibility of veneer/slat products for the users intended purpose.

6. The warranty period begins from the date of purchase, by the original purchaser.

7. The term of the warranty is 7 years for the product ranges listed in this document.

8. All payments required under VidaSpace Ltd.'s terms of trade for the supply of the products must be paid in full to validate the warranty.

9. If the original purchaser has a warranty claim, please notify VidaSpace Ltd of the defect within 7 days of detection by email sent to hello@vidaspace.co.nz, with evidence of the defect. Claims will be paid on a pro-rata basis, based on the number of years the product has performed satisfactorily.

10. VidaSpace Ltd. will either repair or rectify the affected product, replace the affected product, or pay the cost of replacing, repairing, or rectifying the affected product according to its choice. In case replacement is decided, only products from VidaSpace's current product portfolio, matching as closely as possible to the warranted products, will be available. No other form of compensation for loss or damages will be provided. The period of the original warranty is not extended by any repair or replacement of the product.

11. In the event that VidaSpace Ltd. accepts a claim under this warranty, and that acceptance involves the re-coating / re-application of any product(s) either by VidaSpace Ltd. or any third party, then the customer accepts that there may be slight colour differences between the original and replacement products due to the effects of weathering and variations in materials over time.

12. VidaSpace reserves the right to appoint a suitably skilled tradesman of its own choice to undertake repairs.

13. VidaSpace Ltd.'s liability is limited to the area and product that requires repair only.

14. VidaSpace reserves the right to modify or discontinue this warranty at any time. Any changes will be effective for products purchased after the date of the change.

Warranty Exclusions:

The following are specifically excluded from coverage under this warranty;

1. Variations in colour or texture from those shown on samples, product packaging or marketing material.
2. Failure caused by acts of negligence, product misuse or abuse.
3. Failure caused by natural disasters, including, but not limited to flooding, earthquake, or fire.
4. Structural failure of materials to which the product is attached, including movement, shrinkage, excessive vibration, deflection and subsidence.
5. Failure caused by improper preparation or inadequate materials to which the product is attached.
6. Failure to comply with VidaSpace product and installation literature, applicable Building Code regulations or standard industry practices.
7. Failure caused by unusually high (above 16% Moisture Content) or low (below 8% Moisture Content) environmental moisture. Including, but not limited to leaks and hydrostatic pressure.
8. Failure caused by unusually high (above 60% humidity) or unusually low (below 40% humidity) environment conditions.
9. Failure caused by excessive heat.
10. Failure caused by the use of solvents or inappropriate cleaning products/materials, improper care/ maintenance , scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, exposure to chemical products or normal wear and tear.
11. General fading and/or discolouration from UV exposure.
12. Failure caused by improper transportation, storage or extreme indoor conditions.
13. Anything that has been disclosed as a feature or limitation of the product in any literature published by VidaSpace Ltd.
14. Products that are sold as seconds, or end-of-line products.

Related Documents & Publications:

Installation Instructions	www.vidaspace.co.nz/downloads-resources#Installation
VidaSpace Care Guide	www.vidaspace.co.nz/downloads-resources#Care-Maintenance
Available online	www.vidaspace.co.nz/downloads-resources