



TERMS OF WARRANTY FOR TRADE

A. Warranty-Eligibility

This warranty is applicable for **BoilBLACK BWP HDF** boards only. Greenpanel Industries Limited warrants that if BoilBLACK exhibits any manufacturing defect within 25 years from the date of original purchase from an authorized Dealer/Distributor, Greenpanel Industries Limited shall, upon receipt of such complaint/intimation and production of the original purchase invoice, repair or replace the damaged product. No monetary compensation for loss to the customer shall be entertained for defects/damages.

B. Warranty – Exclusions and Limitations

1. The warranty is not valid if:

- a. BoilBLACK BWP HDF is not stored, installed, handled, and/or used properly.
- b. BoilBLACK BWP HDF is used in areas with relative humidity exceeding 70%, or in conditions of continuous wetting or prolonged exposure to high humidity. Continuous wet conditions may cause glue bond breakdown and fungal attack.
- c. The product is exposed to chemicals, harsh environments, direct soil contact, high alkalinity, or highly acidic materials.
- d. Damage results from normal wear and tear, heavy impact, scratches, natural weathering, or variations in color/texture of field-finished coating.
- e. Damage results from Force Majeure events, including but not limited to acts of God, earthquakes, lightning, hurricanes, typhoons, floods, volcanic activity, extreme weather, strikes, lockouts, war, terrorism, political unrest, riots, sabotage, vandalism, or pandemics.
- f. Problems relate to finished products.
- g. Warp/expansion does not exceed product specifications (Refer to www.greenpanel.com for specifications).
- h. Structural design or construction flaws are present.
- i. The product is combined with other brand products.
- j. Termite treatment is not performed in termite-prone areas prior to application.
- k. GIL shall not be liable for special, indirect, consequential, or incidental damages.

2. The warranty does not cover:

- a. Labor, removal, disposal of defective products, freight, taxes, or any related installation/finishing charges.
- b. Incidental, consequential, economic, exemplary, special, punitive, or breach-of-duty damages (direct or indirect).
- c. Cost of hardware or accessories.
- d. Costs related to removal of damaged BoilBLACK BWP HDF product, installation of replacement product, or remanufacturing costs.

C. Warranty – Disclaimer / Terms & Conditions

- 1. Greenpanel Industries Limited reserves the right to modify/alter the policy without prior notice.
- 2. Upon receiving a complaint, Greenpanel Industries Limited will inspect the damaged product. If it does not meet the stated criteria, GIL reserves the right to refuse the claim.
- 3. Replacement will be provided in the same specification as the original product.
- 4. Any dispute related to the warranty shall be governed by Indian law, and courts in Gurugram, Haryana shall have exclusive jurisdiction.

For filing of any complaint, please contact us on info@greenpanel.com or call us on our toll-free number 18001022999.

Dealer's stamp

Notes

Greenpanel Industries Limited

Registered & Corporate Office

DLF Downtown, Block 3, 1st Floor, DLF Phase 3, Sector 25A,
Gurugram - 122002, Haryana, India | Tel No.: +91-124 4784 600
Email: info@greenpanel.com | CIN: L20100HR2017PLC127303

www.greenpanel.com
Toll Free No.: 1800-102-2999

Connect with us:



25 YEARS
WARRANTY*

**India's Strongest,
Toughest, Heaviest HDF™**