

## TERMS OF GUARANTEE FOR TRADE

- Greenpanel Industries Limited, the manufacturer of Greenpanel Plywood brand offers 25 year guarantee to its customer (end user) on Greenpanel BWP 710 Plywood from the date of purchase.
- The 25 years guarantee shall be valid on Greenpanel BWP 710 Plywood only against manufacturing defects and damages by Borer and Termite. No other type damages/defects in the product due to improper storage, improper storage handling, and wrong workmanship shall be entertained by Greenpanel.
- An environment that is excessively pest-infested, poorly maintained, or both, as well as products that are near water or that have a moisture content of over 15% in compliance with BIS standards or other comparable circumstances. Any subsequent harm to the plywood goods is not Greenpanel's responsibility.
- Greenpanel shall not make any monetary compensation for the loss incurred to the customer by use of defective/ damage Greenpanel BWP 710 Plywood.
- Greenpanel shall replace the defective plywood with equal quantity of similar plywood to its customer based on the production of original invoice issued by the authorised dealer/distributor of Greenpanel at the time of purchase. Greenpanel shall not reimburse any other cost or expenses to the customer in this regard.
- Customer has to lodge their complaint against defects/ damage of the product by sending email to Greenpanel on email ID : [info@greenpanel.com](mailto:info@greenpanel.com) and should provide purchase and other details and attach copy of Invoice against purchase of goods. The original Invoice is required to be sent separately to Greenpanel after lodging above claim.
- The 25 year guarantee will be valid if Greenpanel BWP 710 Plywood is not clubbed with any other plyboard or product of other manufacturer / brand by the customer in their products/ finished goods/ furniture.
- After the complaint is lodged by the customer; Greenpanel will depute its officials at the customer's location mentioned in the complaint. After thorough inspection by its officials, if the material is found defective/ damaged, then Greenpanel will replace the defective product/s free of cost to its customer. Greenpanel reserves sole discretion to replace defective BWP 710 Plywood and right to modify/ alter 25 years Guarantee on BWP 710 Plywood without any intimation.
- Any dispute with respect to the guarantee offered by Greenpanel shall be governed by Indian laws and courts of Gurugram shall have the exclusive jurisdiction to entertain and try the same.

For filing of any complaint, please contact us on [info@greenpanel.com](mailto:info@greenpanel.com) or call us on our toll free number 18001022999.

Dealer's stamp

Notes

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Connect with us



**25** Years\*  
**GUARANTEE**