PRODUCT WARRANTY

Replas Products 10 Year Product Warranty

EFFECTIVE FROM
October 2026

VERSION
[1.0]

APPLIES TO
Replas Product Range

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AT A GANCE

85%

Minimum recycled plastic content

40+ *years*

Lifespan

Won't split, rot, crack, rust or warp.

Repeat Plastics Australia Pty Ltd trading as Replas Products

Repeat Plastics Australia Pty Ltd trading as Replas Products ('we', 'us' or 'our') warrants that products manufactured by us will be free from defects in materials and workmanship that materially impair their integrity or performance for their stated or intended use for ten (10) years from the date of purchase (the warranty period), subject to this warranty.

Important: This voluntary warranty is additional to, and does not exclude, restrict or modify, any rights or remedies available under the Australian Consumer Law or any other law that cannot lawfully be excluded.

1 - 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 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.

The benefits provided by this warranty are in addition to all other rights and remedies available to the purchaser under law. Consumer guarantee rights may continue beyond the warranty period.

2 - Nature of Recycled Plastic Products

Products are manufactured from recycled plastic feedstocks, which may include blends of high-density polyethylene (HDPE), polypropylene (PP), low-density polyethylene (LDPE) and other compatible recycled polymers.

The source, composition and colour of recycled feedstock naturally vary. Products may therefore display differences that are not found in virgin plastic, timber, steel or aluminium. Subject to the Australian Consumer Law, the purchaser acknowledges that the inherent characteristics described in this warranty form part of the normal appearance and behaviour of the products and reflect their recycled content.

3 - What this Warranty Covers

Subject to this warranty, coverage is limited to:

- Product integrity and performance for the product's stated or intended use.
- Defects in materials or workmanship arising during the warranty period that materially impair that integrity or performance.

This warranty does not represent that every product is structural or suitable for load-bearing use. A product may be used in a structural or load-bearing application only where we have expressly identified it for that application and any required engineering or suitability assessment has been completed.

4 - What this Warranty does not Cover

To the extent permitted by law, this voluntary warranty does not cover the matters below. Nothing in this section limits rights or remedies that cannot lawfully be excluded.

Normal recycled material characteristics
The following characteristics are inherent in recycled plastic products and do not constitute a defect unless they materially impair the product's integrity or performance for its stated or intended use:

- Colour fading, lightening, weathering or change over time.
- Surface chalking or other visual changes associated with ultraviolet exposure.
- Colour, shade or tone variation within a product, between products, or between batches or production runs.
- Swirls, speckling, streaking, marbling or tonal inconsistencies.
- Polymer knots, inclusions or visible material inconsistencies.
- Air bubbles, internal voids or surface imperfections that do not materially affect product integrity or performance.
- Expansion or contraction caused by temperature changes.
- Minor dimensional variation within stated or reasonable manufacturing tolerances.

Colour texture and finish variation

Because products are made from variable recycled feedstocks, colour, shade, tone, speckling, texture and finish may vary from batch to batch and cannot be made completely uniform.

Variations may occur within an individual product, between products supplied in the same order, between production runs, across different product types, and when compared with samples, photographs, displays or previous orders. Exact colour matching and a uniform colour or finish are not guaranteed. Subject to the Australian Consumer Law, these expected variations are not defects and are not grounds for a claim under this voluntary warranty.

Ultraviolet exposure and colour stability

Products incorporate ultraviolet stabilisation intended to reduce degradation in Australian outdoor conditions. Environmental exposure, including ultraviolet radiation, temperature and weather, will nevertheless cause colour and surface changes over time, including fading, lightening and chalking.

These expected changes do not, by themselves, indicate product failure or affect product performance and are not defects under this voluntary warranty. No voluntary warranty is given for retention of the original colour.

Ultraviolet stabilisers additives and masterbatch

Products may incorporate ultraviolet stabilisers, pigments, additives and masterbatch supplied by third-party manufacturers. These components are intended to support performance and colouration. Their performance may vary with processing conditions, the composition of recycled feedstock and environmental exposure. We do not guarantee long-term colour retention or the performance of an individual additive beyond any express statement made in this warranty. This clause does not limit any right or remedy under the Australian Consumer Law.

Installation use and suitability

This voluntary warranty does not apply where a failure or damage is caused or contributed to by:

- Installation contrary to our written instructions or applicable accepted industry standards.
- Use for an application for which the product was not designed or represented as suitable.
- Failure to obtain a required engineering or suitability assessment.
- Incorrect cutting, drilling, modification, fabrication or assembly.
- Failure to allow appropriately for thermal expansion and contraction.
- Improper handling, storage, use or maintenance.

The purchaser is responsible for selecting a product suitable for the proposed application, except to the extent that the purchaser relies on a purpose made known to us and the Australian Consumer Law applies.

Environmental and external causes

This voluntary warranty does not cover failure or damage caused or contributed to by:

- Extreme heat, fire or bushfire.
- Chemical exposure outside the product's stated suitability.
- Mechanical damage, collision, vandalism or impact.
- Excessive, abnormal or unintended loads.
- Natural disasters, ground movement or other external events beyond our reasonable control.

Appearance and aesthetic expectations

This voluntary warranty does not cover:

- Visual or aesthetic dissatisfaction with an inherent recycled-material characteristic disclosed in this warranty.
- Natural ageing or weathering.
- Expected differences from samples, photographs, displays or previous orders due to recycled feedstock or production variation.

5 - Product Performance and Appearance

The product's performance is assessed separately from its visual appearance. A change in colour, shade, texture, surface finish or weathering does not, by itself, indicate product failure, impair product integrity or performance, or constitute a defect under this voluntary warranty.

6 - Life Expectancy Statements

Any reference to product lifespan, including statements such as '40+ years', is an estimate based on typical conditions and is not a guarantee or warranty that a product will perform for that period. Actual service life depends on the product, application, installation, loading, use, maintenance and environmental conditions.

7 - Third Party Products

We may supply products manufactured by third parties (third party products). Unless a different period is stated in writing at the time of supply, we provide a twelve (12) month voluntary warranty for third party products, subject to the applicable terms and exclusions in this document. Any manufacturer warranty is provided by the original manufacturer, and we will use reasonable efforts to pass on its benefit to the purchaser.

This section does not exclude, restrict or modify any rights or remedies available under the Australian Consumer Law or any other law that cannot lawfully be excluded.

8 - Reliance on Supplier Information

We rely on technical data and representations supplied by third-party suppliers regarding raw materials, additives, pigments and ultraviolet stabilisers. To the extent permitted by law, we do not independently warrant the accuracy or completeness of that supplier information. Nothing in this section limits liability or remedies that cannot lawfully be excluded.

9 - Limitation of Liability for Business Transactions

Where permitted by section 64A of the Australian Consumer Law and the products are not goods of a kind ordinarily acquired for personal, domestic or household use or consumption, our liability for failure to comply with an applicable consumer guarantee is limited, at our option, to one or more of the following:

- Replacement of the products or supply of equivalent products.
- Repair of the products.
- Payment of the cost of replacing the products or acquiring equivalent products.
- Payment of the cost of having the products repaired.

This limitation applies only where it is fair and reasonable and where the law permits it. It does not apply to liability that cannot lawfully be limited or excluded.

10 - Making a Warranty Claim

To make a claim under this voluntary warranty, the purchaser must:

- Notify us as soon as reasonably practicable after becoming aware of the alleged defect and within the applicable warranty period.
- Provide proof of purchase and the purchase date.
- Complete our warranty claim form if requested.
- Describe the alleged defect, the product's application and the installation conditions.
- Provide reasonable supporting evidence, including photographs or video where available.
- Allow us or our representative a reasonable opportunity to inspect and assess the product.

Warrantor	Repeat Plastics Australia Pty Ltd
Address	50 Elsworth Street East, Canadian VIC 3350
Email	sales@replas.com.au
Phone	1800 737 527
Website	www.replas.com.au

11 - Assessment of Claims

We may inspect the product and relevant installation, request reasonable additional information, determine whether a defect exists, and assess whether the claim falls within this voluntary warranty. Assessment under this warranty does not remove or restrict any right to pursue a remedy under the Australian Consumer Law.

12 - Remedies

If a claim is accepted under this voluntary warranty, we will, at our discretion, repair the product, replace the product, or provide a refund or credit. The remedy selected may take account of the nature and extent of the defect, the age and condition of the product, and the availability of an equivalent product.

The remedy provisions in this section apply to this voluntary warranty only. They do not limit any remedy available under the Australian Consumer Law, including a consumer's right to choose a refund or replacement for a major failure.

13 - Costs Associated with Claims

Unless we agree otherwise in advance, the purchaser is responsible for initially arranging and paying any cost of delivering the product or making it reasonably available for assessment. If the claim is accepted, we will reimburse reasonable, documented expenses necessarily incurred in making the claim, where required by this warranty or by law. The purchaser should contact us before incurring material transport, removal, reinstallation, labour or site costs.

Except where required by law, this voluntary warranty does not cover removal, reinstallation, access, labour, freight, transport, site rectification or consequential project costs. This exclusion does not limit a right to recover reasonably foreseeable loss or damage under the Australian Consumer Law.

Failure to follow our guidelines

To the extent permitted by law, this voluntary warranty is void in respect of any defect, failure or damage caused or contributed to by failure to follow our written guidelines or instructions applicable to the product and provided or made reasonably available at the time of supply. These include guidelines for handling, storage, installation, fabrication, assembly, use and maintenance, including thermal expansion allowances, support spacing and load limits where specified. This exclusion applies only to the defect, failure or damage affected by that non-compliance. It does not exclude, restrict or modify any rights or remedies under the Australian Consumer Law or any other law that cannot lawfully be excluded.

14 - General Conditions

This voluntary warranty applies to the original purchaser unless we agree otherwise in writing.

Our products must be installed, used and maintained in accordance with our applicable recommendations.

The purchaser acknowledges the inherent variability of recycled materials described in sections 2 and 4.

If any provision of this warranty is invalid or unenforceable, it is to be read down to the extent necessary without affecting the remaining provisions.

Nothing in this warranty excludes, restricts or modifies any right, remedy, guarantee or liability that cannot lawfully be excluded, restricted or modified.

15 - Testing and Performance

We conduct internal testing and, where applicable, engage independent testing organisations to assess selected product characteristics. Testing may include durability, slip resistance and material-property assessments.

Test results apply to the samples, conditions and methods used for that testing. Actual product performance may vary with feedstock, manufacturing tolerances, installation,

application, loading, use and environmental conditions. Testing does not create a guarantee of performance beyond an express representation made for the relevant product or the rights that apply under law.

16 - Quality Assurance and Certification

We operate a quality management system certified to ISO 9001. The certification relates to the organisation's quality management processes. It does not, by itself, certify an individual product or guarantee product performance beyond this warranty or any rights and remedies that apply under law.

Repeat Plastics Australia Pty Ltd trading as Replas Products
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