



# WARRANTY

## INFORMATION

ARCHITECTURAL HARDWOOD DECKING, CLADDING & CEILING SYSTEMS



**MORTLOCK**  
TIMBER

1800 894 400  
info@mortlock.com.au  
www.mortlock.com.au



## WARRANTY INFORMATION



Warrantees are available for all our products provided they are used for the correct application and installation is completed within the recommended guidelines. Mortlock Timber's warrantees are in addition to laws and rights outlined by the Australian Consumer Law.

To request a warranty for your project please contact Mortlock Timber with the following information:

- Project name and location
- Project plans
- Product you intend to use or have used

Warranty documents should be requested no later than purchase of material.

## CONTACT INFORMATION

### Mortlock Timber Group Pty Ltd

**Email** [info@mortlock.com.au](mailto:info@mortlock.com.au)

**Phone** 1800 894 400

**Office Addresses**

- 37- 53 Baxter Rd, Cunderdin WA 6407
- 5 Martin Pl, Canning Vale WA 6155
- Level 6/10 Herb Elliott Ave, Sydney Olympic Park NSW 2127

## MAKING A CLAIM

If you need to make a warranty claim for defective product the following information will be required:

- Photos of the product at fault.
- Proof of purchase.
- Detailed description of the fault.
- Records of maintenance inspections and maintenance carried out.
- Photos at installation stage showing the correct installation methods have been used.

## DESIGN & INSTALLATION CONSULTING

Our team can work through detailing and specification requirements to meet specific project requirements. We can assist with budget management without compromising aesthetics and ensure our products perform with an extended life cycle.

## SAMPLES

Mortlock Timber Group samples department is stocked with our full range. We use express delivery service and generally deliver samples to your door within 2-3 days. Custom samples and sample boards can take 3-6 weeks depending on requirements.



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T I M B E R

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