



PRODUCT GUARANTEE T&C



Dear Customer,

Thank you for giving us the opportunity to serve you! Congratulations on being the proud owner of our Trojan Plywood product! Your dream home, or building, has been built, and/ or your furniture manufactured, with the best possible plywood available, and you can rest assured with regard to the flawless performance of the same.

In the unlikely event of the product being affected adversely due to manufacturing defects, MAK Plywood Industries (MPI) Pvt. Ltd., hereby, promises – and undertakes – to replace, or repair, the affected part according to procedures and conditions mentioned herein under.

- 1 Upon intimation of a product complaint, MAK Plywood Industries Pvt. Ltd. (MPI) will depute, for inspection, its authorized representatives to the exact site/ location whence the complaint was reported.
- 2 To take the complaint forward, 'Proof of Purchase' – like bills, cash memos, invoices etc issued by the Company, or its authorized dealers, should be produced by the customer.
- 3 A sample, or samples, from the affected section of the product may also be sought and the same sent for examination so as to confirm identity of the product and for analysing the cause of the defect. This examination may be done at any of the following places:
 - MPI's own laboratory
 - Any nationally renowned government approved laboratory
- 4 MPI shall only consider financial claims, or replacement for claims, subject to the test certificate (from authorized testing facilities), confirming the manufacturing defect and subject to the report of visual, chemical and physical examinations that confirm the product to be a genuine MPI product, with moisture content of timber maintained between 5-15% throughout period of customer's ownership. Our customers are requested to ensure the genuineness of MPI Plywood as per the marking and identification sticker pasted on the plywood.
- 5 On satisfactory proof being obtained for original MPI product identity and for the genuine nature of the complaint (based on physical and/ or chemical examination), the Company shall replace equal quantity of the product (if it is prior to installation), or shall compensate the buyer for the cost of the Trojan Plywood product used (if it has already been installed), strictly according to the Guarantee Chart T&C provided for the respective product (See T&C Table shown below).

No.	TROJAN SIGNATURE	TROJAN PLATINUM	TROJAN CLASSIC	TROJAN CHAMPION
1	Lifetime Guarantee: 30 Years	Lifetime Guarantee: 25 Years	Lifetime Guarantee: 25 Years (BWP) 15 Years (MR)	Lifetime Guarantee: 15 Years (BWP) 10 Years (MR)
2	<p>Before Interior Works Completion: Replacement of defective sheets only</p> <p>After Interior Works Completion: 30 Years replacement Guarantee against borer and termite attack, or five times invoice value of affected Trojan Signature plywood, whichever costs less.</p>	<p>Before Interior Works Completion: Replacement of defective sheets only</p> <p>After Interior Works Completion: 25 Years replacement Guarantee against borer attack, or three times invoice value of affected Trojan Platinum plywood, whichever costs less.</p>	<p>Before Interior Works Completion: Replacement of defective sheets only</p> <p>After Interior Works Completion: 25 Years (BWP)/ 15 Years (MR) replacement Guarantee against borer attack, or invoice value of affected Trojan Classic plywood, whichever costs less.</p>	<p>Before Interior Works Completion: Replacement of defective sheets only</p> <p>After Interior Works Completion: 15 Years (BWP)/ 10 Years (MR) replacement Guarantee against borer attack, or invoice value of affected Trojan Champion plywood, whichever costs less.</p>
3	Corrective Treatment/ Repair will be given preference, and wherever possible, the same will be undertaken instead of replacement. Only if corrective treatment/ repair is not possible, replacement of sheets may be provided.			



TROJAN
PLYWOOD

6 However, the guarantee will not apply in case of the following scenarios:

- MPI products are combined with any other brand of plywood in making furniture.
- MPI branded products are combined with any other type of externally sourced wood panel or timber.
- Moisture content of the plywood product not having been maintained within the 5-15% range during the period of the customer's ownership.
- In case of inferior workmanship.
- Damage, or wear, of the product that occurs either directly, or indirectly, through accidents.
- In case of improper handling of the plywood.
- In case of drastic mechanical/ chemical treatment, or other abnormal use, of the plywood.
- Natural wear and tear.
- If soil treatment has not been done in case of known borer/ or termite affected areas.
- If the product is stored in a continuously damp place or in a borer/ termite infected area.
- In cases where purchase invoice and guarantee certificate is not produced.

Moreover, in accordance with the detailed exceptions mentioned above, the warranty will be effective only for following product issues:

- 1 Attack by borers and/ or termites, as applicable to the product specified in the warranty T&C table provided.
- 2 Manufacturing defects.

Other Important Clauses

- 1 This guarantee applies to Trojan Products manufactured by MPI after 1st April 2020, and is applicable for up to the applicable number of years from the date of manufacture mentioned on the Product.
- 2 It may also be noted that employees of the company, or of any dealer selling the product, to which this guarantee attaches, are not authorized or empowered to modify, vary, alter, supplement or augment the terms of this guarantee.
- 3 Decision taken by the management shall be final and binding with respect to all guarantee claims.
- 4 Any breach of the specified conditions described herein will render the guarantee null and void.

It is our privilege to once again welcome you to the elite few among the public who own the premium Trojan brand of plywood as their own.

Sincerely,

Manager – Corporate Services
MAK Plywood Industries Pvt. Ltd.

Date:

Issued at (Branch):

Invoice Date:

Invoice/ Cash Memo No:

Dealer Name:

Dealer Address:

Customer Name:

Customer Address:

Guarantee Card No.: