

Our Commitment

Northlam is committed to providing high-quality timber products that meet industry standards. In compliance with the Building Regulations 1992, we are audited and certified by Grade Right to manufacture our products to the following standards:

- AS/NZS 1328:1998:1 Glued laminated structural timber.
- AS 5068:2006 Timber Finger joints in structural products.

Our Warranty

Northlam warrants that its glued laminated timber products will adhere to the provisions of the New Zealand Building Code for a minimum of 50 years, provided the following conditions are met:

- Proper storage on-site, during installation, and post-installation.
- Care and maintenance instructions are read fully and followed precisely.
- All reasonable precautions taken to prevent exposure to moisture.
- Northlam warrants no moisture will be trapped inside the protective plastic wrapping at the point of dispatch.
- Northlam's glulam products will be manufactured in accordance with (AS/NZS 1328:1998:1 Glued laminated structural timber AS 5068:2006 Timber Finger joints in structural products) at the time of dispatch to merchant or site.

In the unlikely event of visual defects discovered upon delivery, Northlam will repair or replace the defective product free of charge, provided that such defects are reported before installation. The delivery company may be at fault so will be charged for the replacement costs or refund.

Should a product fail to meet warranty conditions, Northlam will replace it without charge or refund. However, the cost of removing and reinstalling the product falls upon the installer. Northlam does not cover any additional loss or damage resulting from product failure.

Exclusions and Limitations

- This warranty does not cover any special, indirect, incidental, or consequential damages, including but not limited to lost profits, emotional distress, punitive damages, or exemplary damages.
- Northlam's liability is limited to the amount received for the defective materials.
- Warranty coverage expires upon transfer or relocation of the installed product or installation location.
- The warranty is extended to the original purchaser and original installer only. It is not transferable.
- Statutory rights provided by law remain unaffected.
- Proof of purchase date must accompany all claims, and evidence of product failure must be provided.
- Claims must be made within 30 days of discovering the issue and are subject to inspection by Northlam.
- Excluded issues include improper design, misuse, structural failure, movement from attached materials and damage caused by natural disasters such as earthquakes, cyclones, floods, tsunamis, storms, or severe conditions.
- Issues resulting from improper storage, maintenance, or care are not covered.
- Normal wear and tear are not included in this warranty.
- Northlam reserves the right to supply similar replacement products if the original product is no longer manufactured.
- The replacement value of the product will be determined based on its age and remaining life based on a 50-year lifespan.

By purchasing Northlam products, you acknowledge and agree to the terms outlined in this warranty. All inquiries relating to this warranty must be directed to the supplier or installer in the first instance.