PRODUCT WARRANTY POLICY

IBP P-06

Policy

Island Block & Paving Holdings Pty Ltd (ABN 99 100 841 932) manufactures concrete masonry products at the certified Perth site under ISO 9001:2015 and ISO 45001. This policy sets the product warranty for goods we manufacture. It replaces P-06 Version 5

Scope

Applies to bricks, blocks, pavers, retaining-wall systems and landscape units manufactured by IBP and supplied as new product. It does not warrant design of a building, site installation by others, or product we did not manufacture. Hobart retail activity is outside the ISO 9001 and ISO 45001 certified scope; consumer guarantees under Australian Consumer Law still apply to sales.

Standards

Manufactured masonry is produced to meet the applicable requirements of AS 3700 Masonry structures and AS/NZS 4455 masonry units, pavers, flags and segmental retaining-wall units, as relevant to the product type. Strength, abrasion and slip-resistance claims for a given product are those in the current technical data, not this policy.

Warranty

- IBP gives a 30-year warranty on manufactured product durability and serviceability: the unit will remain structurally sound and intact to perform its intended role when selected, handled, stored and installed for that role.
- This warranty runs from the date of supply by IBP.
- Australian Consumer Law consumer guarantees apply in addition to this warranty and cannot be excluded. This policy does not limit those rights.

This warranty does not cover

- Damage from incorrect selection, poor installation, inadequate structural design, or use outside the published purpose of the unit.
- Normal colour variation, efflorescence, wear consistent with use, or change from site conditions after leaving IBP control.
- Product altered, cut or installed by others in a way that prevents assessment of the original unit.

How to claim

Contact Island Block & Paving with the invoice or delivery docket, product description, location and a description of the defect. IBP will inspect or sample as needed (Form-25 / complaint workbook). Remedy is repair, replacement or other action required by Australian Consumer Law. Claims are recorded as product nonconformity under the management system.

Related documents

IMS-001; P-01 Quality Policy; P-17 Conditions of Sale; P-18 Product Stewardship; complaint / NCR workbook; current technical data sheets.

Review

Reviewed at least annually at management review, and when a product standard or consumer-law guide that we rely on changes.