

Welcome

Marley Roofing proudly extends a quality guarantee on the functional performance of our Concrete Roof Tile Ranges, in accordance with the terms and conditions as set out in this document.

The guarantees applicable to each of these products are as follows:

- All Marley Concrete Roof Tile Profiles: Double Roman, Double Roman Plus, Monarch, Ludlow, Homestead, Modern
- All Marley Concrete Fittings: Ridge Tiles, Hip starters, Rake Verge Tiles, Mono Ridge Tiles

Marley Roofing's Terms & Conditions:

Marley SA (Pty) Ltd, trading as Marley Roofing (company registration number: 1953/000406/07) provides these respective guarantees to the consumer. This document therefore serves as our "Terms & Conditions Contract" and is subject to the following terms and conditions:

1. DEFENITIONS

1.1 "We", "our" means Marley SA (Pty) Ltd, trading as **Marley Roofing** (company registration number: 1953/000406/07)

1.2 "Product" means any Marley Concrete Roof Tiles and Fittings

1.3 "this document" means the Marley Terms & Conditions Contract

1.1. "Day" shall mean a period of 24 (twenty-four) hours running from midnight to midnight and exclude a Saturday or a Sunday or public holiday officially recognised in the Republic of South Africa.

1.2. "Product Failure" or "Defect" shall mean:

Damage to the weather resistance of the Product due to a manufacturing defect. Marley Roofing will repair the affected Product for the Guarantee Period, on and subject to the terms of this Guarantee.

1.4. "Notification Date" shall mean the date that the consumer lodges his/her claim via email correspondence (info@marley.co.za) with Marley Roofing and confirming telephonically by phoning Marley Roofing 010 600 0284 and furnishing all the purchase and personal details requested by Marley Roofing ("the Notification Date") within 48 hours of discovering any defect.

1.5. "Guarantee Period" shall mean:

- 30 years for Marley Concrete Roof Tiles and Concrete Fittings

2. REGISTERING THE GUARANTEE

To successfully register the guarantee, simply follow the easy steps below:

2.1 Option 1: First time registration

For developers, contractors or homeowners purchasing direct from Marley or third parties e.g., Retail store, Truss manufacturer, Contractor etc.

- Step 1 - Print this Marley Terms & Conditions Contract.
- Step 2 - To submit the registration successfully we require the following to be scanned, attached, and e-mailed to info@marley.co.za:
 - Email title to read: "Application for Marley Concrete Roof Tile Guarantee – product name – your name"
 - Signed contract – Please ensure that every page is initialled and signed in full on the last page. Where required, all information fields should be completed in full e.g., address of installed product, your name, ID number and e-mail address etc.
 - Attach to your proof of your relevant product purchase e.g., till slip or invoice
- Step 3 - Marley will send a confirmation mail with a unique reference number within 24 hours to the party requesting the guarantee. We do however appreciate that emails sometimes do get lost, hence if no communication was received back from us during the 24-hour period in the form of email correspondence, we advise that the requesting party please contact Marley at [010 600 0284](tel:0106000284) to confirm receipt of registration.

2.2 Option 2: Transfer of guarantee to new owner

For any party taking ownership of an already registered guarantee.

- Step 1 - To transfer the guarantee to the new owner of the building or house that has been registered, is required to send the following to info@marley.co.za:
 - The registration reference number as given to the initial registering party
 - Letter or official documentation as proof of ownership
- Step 2 - Marley will send a confirmation mail confirming transfer of initial registration within 24 hours to the party requesting the extension of the guarantee. We do however appreciate that emails sometimes do get lost, hence if no communication was received back from us during the 24-hour period in the form of email correspondence, we advise that the requesting party please contact Marley at [010 600 0284](tel:0106000284) to confirm receipt of transfer.

2.3 Claiming against your registration

Together with the registration number, the registered party must contact Marley at 010 600 0284 or e-mail us at info@marley.co.za, with a brief explanation for reasons to claim. Marley will contact the registered party within 24 hours to engage in arrangements to proceed with investigations, as per the terms and conditions set out in this document below.

3. THE MARLEY ROOFING GUARANTEE

3.1 Marley Roofing Concrete Roof Tiles are manufactured to fully comply with the South African National Standards (SANS 542:2004). Correctly installed and maintained Marley Concrete Roof Tiles should therefore perform satisfactory for the lifetime of the building. As Marley Roofing we stand by our product and are prepared to replace breakages related to proven manufacturing defects free of charge. This guarantee is limited to cover the following Marley Roofing Products; **Marley Concrete Roof Tile Ranges and Concrete Fittings**.

4. EXTENT OF GUARANTEE NOT EXCEEDING ORIGINAL PURCHASE VALUE

The guarantee shall apply where:

- 4.1.1 The total purchase price of the Product/s at date of purchase.
- 4.1.2 The consumer has per e-mail lodged his/her guarantee with Marley Roofing and confirmed receipt of guarantee by phoning 010 600 0284 and furnishing all the purchase (Invoice) and personal details requested.
- 4.1.3 For this guarantee to be valid, this must be done within 30 (Thirty) days of the purchase date of the Product/s or Home Registration and having been installed as a completed roof.
 - For Developers this means from date of purchase
 - For Homeowners this means from date of purchase or home registration. The latter pertains to transfer of guarantee to new owner.
- 4.1.4 The guarantee shall commence on the date that you have received confirmation email from Marley Roofing, hence be for a period of 30 (thirty) years for Marley Concrete Roof Tiles and Marley Concrete Fittings - calculated from the commencement Date.
- 4.1.5 The guarantee is transferable subject to new owner accepting the terms and conditions of this guarantee and notice being given to Marley Roofing by emailing info@marley.co.za and confirming noticed received by phoning 010 600 0284 and furnishing the details regarding the change of ownership. (Original confirmation number from first registration applicant, copy title deed etc.) The period of the guarantee not starting afresh upon such transfer but continuing for the balance of the period.

- 4.1.6 The guarantee is only valid upon confirmation from Marley Roofing after on-site inspection and validation.
- 4.1.7 Where any claim arises during the guarantee period, the period will not start afresh after settlement of the claim.
- 4.1.8 This guarantee shall only apply to products purchased and applied within the Republic of South Africa, Namibia, Botswana, Zambia, Zimbabwe, Lesotho, and Swaziland.

5. EXCLUSIONS

Marley Roofing shall not be liable for:

- 5.1 Damage to the "product" arising from external causes outside Marley Roofing's control such as, but not limited to, tile cracks and breakages due to long haulage transportation – regarding the latter please ensure an additional 10% breakage has been included to order quantities, scuffing during transportation (M11 and M22 Ready-Coated Roof Tiles), welding or other heating, pollution, mechanical damage, foot traffic, hydrostatic pressure, electrical or electrolyte damage, incorrect cleaning or incorrect use, neglect, fire, explosion, radiation, collision or other accident, acts of God, vandalism or other malicious damage, damage caused due to industrial action, and the like.
- 5.2 Any indirect or consequential damages, losses, and expenses such as but not limited to demurrage associated with roofing repair work, loss of time, expenses due to the consumer's employees, agents, operators or subcontractors, loss of profits and all claims by third parties against the consumer.
- 5.3 Damage to the "product" or property arising from post installation deterioration or movement of "product" caused by any other substance or condition.
- 5.4 Incorrect roofing and tiling installation practices, such as not stretching of tiles to ensure that they are not too tightly packed, which may result in corner breakages. Poor installation and poor quality of roofing sub-structure, such as severely uneven battens and trusses.

6. LIABILITY

- 6.1 In the event of a proven product failure Marley Roofing, in its sole discretion, undertakes to supply free of charge such "Products" that may reasonably be required to rectify the problem or credit the original invoice value. Please note that the Terms of the Guarantee will be for the stated life expectancy commencing on the date of confirmation email from Marley Roofing.

7. CLAIMS AND REPAIRS

- 7.1 Any claim made in terms of this guarantee shall be made within 48 hours of the consumer discovering any defect, damage or failure which gives rise to a claim.
- 7.2 The consumer shall forthwith notify Marley Roofing of the claim providing full details thereof and shall set out the basis on which it believes that Marley Roofing is liable in terms of the guarantee. Marley Roofing shall be entitled to inspect the alleged product failure, in which the product is alleged to have failed and to perform any tests in respect thereof and may do so either itself or by means of any person nominated by it. Prior to such inspection or testing, the consumer shall not be entitled to perform any repairs to or remove or tamper with any part of the product.
- 7.3 The consumer shall provide such further information as Marley Roofing may require, including details of environmental factors and inspection and repair records.
- 7.4 Marley Roofing shall use its best endeavours to ensure that product required for repairs are available as soon as practical at the place where the repairs are to be carried out but does not assume liability for delay in this respect.
- 7.5 Marley Roofing, in its sole discretion shall be entitled to:
- 7.5.1 Control repair work which is to be carried out in accordance with all its specifications and instructions.
 - 7.5.2 Repair work may only be done by a Marley Approved Contractor, a list of contractors will be provided by Marley Roofing.
 - 7.5.3 Marley Roofing will provide replacement product, as may be necessary to repair the product failure in accordance with clause 6.

8. APPLICATION OF LAWS

- 8.1 Nothing in this guarantee is intended to limit the liability of Marley Roofing or the remedies of the customer in any way which would contravene the provisions of any applicable law in South Africa, including the Consumer Protection Act 2008 ("CPA"). Despite the other provisions of this guarantee, if and to the extent that the CPA applies, the customer will have such rights and remedies as set out in the CPA, but only in accordance with the provisions of and time periods set out in the CPA.
- 8.2 Any disputes outside of South Africa will be done in accordance with South African law.

9. REQUIRED INFORMATION:**9.1 Personal information of Developer or Homeowner:**

First name:	
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Last name:	
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Contact number:	
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Email address:	
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SA ID number or Passport number:	
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Street address of installed product:	
City:	
Province:	
Postal code:	

9.2 Where did you purchase?

Please tell us where you purchased your product, indicating the name of the store, outlet, supplier, Roofing Contractor or Marley Roofing depot/branch, as well as the location e.g., Marley Roofing Olifantsfontein

Purchased from:	
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Date Purchased:	
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9.3 What did you buy?

Full product name and code: e.g., MARLEY M11 DOUBLE ROMAN BURNT RED 150409	
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Quantity bought:	
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Unit Price (ZAR):	
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Total Paid:	
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Batch number (if available):	
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9.4 Who installed your Roof Tiles?

Contractor/Individual's name: In case of Roofing Contractor – Company Name e.g., Jan Botha on behalf of X Works	
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Contact details of Individual or Roofing Contractor: (Please include, contact number, email address, physical address)	
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of company or individual)	
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9.4 Additional documentation check list – please tick box to confirm that the required additional documentation has been included.

Till slip or invoiced attached?	Please remember to scan and attach your till slip or invoice as proof of product purchase. Failure to provide this documentation will result in the guarantee registration not being accepted. Please tick box ☐
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10. ACCEPT TERMS & CONDITIONS:

Please note! The guarantee is only valid if all terms & conditions are accepted. Please ensure every page is initialled and full signature is required below.

I (please enter your name) _____

hereby confirm that all details above are correct and accept the Terms and Conditions as stated in this contract.

Thus, done and entered into at _____ on this the _____
day of _____ 20_____

Signature _____

Email info@marley.co.za

Marley SA (Pty) Ltd trading as Marley Roofing, is a member of the Ubora Group, the industrial division of Kutana Group of Companies.

CONTACT DETAILS:

Call: 010 600 0284

Email: info@marley.co.za

Web: www.marleyroofing.co.za or scan QR code below:



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