
OEM Processing Service Disclaimer

About OEM (Original Equipment Manufacturer) Processing Services:

In this disclaimer, the term “processing services” refers to OEM (Original Equipment Manufacturer) services, also known as contract manufacturing. OEM services mean that Decorply NZ Ltd T/A Decorpanel provides manufacturing or processing services based on the client’s specific requirements. The final product will carry the client’s brand or name for sale, not the supplier’s. As a supplier, we offer professional processing services to meet the customer’s material and instruction needs.

By using the processing services of Decorply NZ Ltd T/A Decorpanel, you acknowledge and agree to the following terms and conditions:

1. Client-Supplied Materials

1.1 Clients are responsible for providing all necessary materials for processing (e.g., veneers, dyed veneers, or High Pressure Laminate (HPL)) along with accurate and detailed instructions for processing.

1.2 Decorply NZ Ltd T/A Decorpanel is not responsible for any defects, damage, or issues arising from the materials supplied by the client, including but not limited to poor quality, imperfections, or unsuitability for processing.

1.3 Any issues or failures during the processing due to the quality or suitability of the client’s supplied materials are the sole responsibility of the client. Decorply NZ Ltd T/A Decorpanel bears no liability for such occurrences.

2. Clear Instructions

2.1 Clients must provide clear, written instructions detailing specific requirements, specifications, and expected outcomes for processing.

2.2 Decorply NZ Ltd T/A Decorpanel will process materials in accordance with the instructions provided but is not liable for any issues arising from unclear, incorrect, or incomplete instructions.

2.3 Documentation such as photos or videos may be provided upon request for reference purposes only, and does not constitute grounds for any claims.

3. Tolerance and Error Rate

3.1 Clients acknowledge and accept that a margin of error of up to 3% is considered acceptable for all processing services. This margin applies to dimensions, finishes, and other variables inherent to the processing of natural materials.

4. Delivery and Inspection

4.1 Clients or their designated recipients must inspect the goods upon receipt and notify Decorply NZ Ltd T/A Decorpanel of any visible defects or discrepancies within seven (7) days of delivery.

4.2 If no claim is made within this period, the goods will be considered accepted as conforming to the order, and Decorply NZ Ltd T/A Decorpanel will have no further liability.

5. Limitation of Liability

5.1 Decorply NZ Ltd T/A Decorpanel will exercise reasonable care in performing processing services. However, in the event of any claim or issue arising from the processing services, the maximum liability of Decorply NZ Ltd T/A Decorpanel will be limited to no more than twice the amount paid for the processing services.

5.2 Decorply NZ Ltd T/A Decorpanel is not responsible for indirect, incidental, or consequential damages, including but not limited to loss of profits, business interruption, or reputational harm.

6. Industry Standard: All Care Taken, But No Responsibility

6.1 In line with industry practice, Decorply NZ Ltd T/A Decorpanel takes all reasonable care in handling and processing materials but assumes no responsibility for unintended outcomes, defects, or damages arising from the materials supplied by the client or from the processing services provided.

6.2 This industry-standard clause acknowledges that while all care is taken, the client assumes responsibility for the final outcome unless gross negligence or willful misconduct is proven.

7. Force Majeure

In the event of unforeseen circumstances such as natural disasters, strikes, or other force majeure events, Decorply NZ Ltd T/A Decorpanel will not be liable for delays or failures to complete processing orders. Timelines may be adjusted accordingly, or orders may be canceled without liability.

By proceeding with any OEM processing order, clients confirm that they have read and understood these terms. These terms apply to all processing services provided by Decorply NZ Ltd T/A Decorpanel.