

Window Warranty

What this warranty covers

Canterbury Windows Pty Ltd ACN 060 566 056 ("Company") warrants its windows against defects in materials and workmanship on the terms of this warranty statement. This warranty applies for the following parts:

- Wire reinforced glass, toughened glass, float glass, laminated glass and mirror glass for 3 years.
- Defects in structural materials, beading and workmanship for a period of 7 years.
- PROTIM™ treated Meranti for 25 years against insect attack and decay.
- LOSP treated laminated / finger-jointed Pine for 7 years against insect attack and decay.
- Western Red Cedar for 7 years against insect attack and decay.
- Specialty Merbau and KD Hardwood components for 7 years against insect attack and decay.
- Winders, hinges, jambliner system, counter balance system, sash locks, handles and other moving parts for 7 years.
- All other parts for 10 years.

When this warranty begins and ends

This warranty begins on the date of delivery of the window from the Company or any wholesale or retail supplier of the Company's windows to the customer ("you"). This warranty ends, for a part, after the time specified above for that part.

Liability

The Company's liability under this warranty is limited to repairing or replacing any window that the Company accepts is covered by this warranty. The Company is not liable for any costs associated with the installation nor refinishing of any replacement window or part. The Company is not liable for any loss or damage caused by a defect.

Before accepting liability, the Company must be satisfied that the claim is covered by this warranty. If a Company employee or agent inspects a window and decides that it is not covered by this warranty, you must pay the Company's service fee for that inspection.

How to make a claim

To make a claim, you must:

- Give the Company written details of the defect in the window and proof of the date of purchase of the window within 30 days of identifying the defect. In the case of glass defects, this action must be taken within 7 days of identifying the defect; and
- Give the Company, its employees or agents all necessary access, facilities and information to enable the Company to verify the nature and cause of the defect.

What this warranty does not cover

This warranty does not cover any window with defects arising out of or due to:

- The window being repaired, modified or altered by a person who is not a Company employee or agent;
- Misuse, physical abuse, neglect, or accident, however arising;
- The window not being maintained or stored in accordance with the Company's recommendations;
- Normal wear and tear;
- The window not being installed in accordance with relevant Australian Standards and the Company's recommendations;
- The window being subject to regular wetting by an irrigation system or suchlike; or
- The application of a dark coloured stain or paint to external surfaces.

Defects do not include:

- Windows that meet manufacturing standards and tolerances;
- Windows that meet industry variations in the colour of aluminium components; or
- Normal "show through" of frame components.
- Please Note: Canterbury's Window and Door warranty does not cover any circumstances arising in regard to any natural variations of the timber products, shade, surface consistency, or grain configuration. However, we offer a timber surface consistency service for a nominal fee.

This warranty does not cover:

- Glass breakage except where the glass breakage has been caused solely by the Company's faulty workmanship or materials; or
- Frames glazed by others.

The Company requires the window to be treated as follows, otherwise the warranty does not apply:

- Immediately on delivery, the window must be stored in a dry area and not in damp, moist or freshly plastered areas;
- Within 30 days of delivery, a first coat of paint, varnish or sealer must be applied on all wooden surfaces of the window; and
- For the term of the warranty, light coloured finishes must be applied to the window in the manner and frequency specified by the Company or the paint manufacturer.