

# WARRANTY CERTIFICATE



TIMBER WINDOWS & DOORS


## Guarantee

In addition to the guarantees under the Australian Consumer Law, Duce Timber Windows & Doors provide an extended warranty on complete products (fitted by Duce Timber Windows & Doors) that are fit for purpose and have been correctly installed in accordance with the relevant Australian Standards and recognised building practices (subject to the conditions and exclusions detailed in this document). Duce Timber Windows & Doors proudly guarantee all products shall be free from material and manufacturing defects for the following periods from the date of delivery.

# 7

### Seven year limited warranty on timber and construction


Applies to timber doors & windows products constructed from solid timber.

 Timber Windows & Doors guarantee to repair or replace a product if, within seven (7) years from the proven date of purchase, the construction fails or proves faulty.

# 5

### Five year limited warranty on screens


Applies to all retractable screens, SupaScreen and flyscreen products.

 Timber Windows & Doors guarantee to repair or replace a product if, within five (5) years from the proven date of purchase, any retractable screens, SupaScreen and flyscreens fail or prove faulty.

# 5

### Five year limited warranty on tracks


Applies to all tracks, track systems and track hardware

 Timber Windows & Doors guarantee to repair or replace a product if, within five (5) years from the proven date of purchase, any tracks, track systems and track hardware fails or proves faulty.

# 2

### Two year limited warranty on all other hardware


Applies to all other hardware including locks and spiral balances.

 Timber Windows & Doors guarantee to repair or replace a product if, within two (2) years from the proven date of purchase, any hardware fails or proves faulty.

# 2

### Two year limited warranty on external gates and Ventwood™ products

Applies to all external gates and Ventwood™ products.

 Timber Windows & Doors guarantee to repair or replace a product, if within two (2) years from the proven date of purchase, any Ventwood™ products fail or prove faulty.

#### Exclusions

1. Improper assembly or installation services provided by others.
2. Normal wear and tear including, but not limited to, progressive deterioration of finishes and materials due to exposure to sun, rain, abrasion, heat and/or cold.
3. Damage to, or contamination of, screen, cloth and framing materials caused by rough handling, abrasion, cuts, penetration, hot surfaces or aggressive cleaning agents.
4. Damage to the operating mechanism caused by the presence of dirt and debris from inadequate maintenance, inappropriate operation or impact.
5. Materials and quality of workmanship during on site assembly and installation by others.
6. Damage caused by other trades or people on the site.
7. Fixings (nails, screws etc) penetrating and/or interfering with screen material or operating mechanisms.
8. Floor channel filled with debris.
9. Staining or scratching of visible surfaces.
10. Contamination by construction dust, debris etc.
11. Damage or deterioration caused by wind or other environmental impacts.
12. Costs for labour, installation, removal or refinishing of the replacement product or component, and incidental or consequential damages of any kind other than as mandated by applicable state law.
13. Wood materials that have not been appropriately finished to protect it from the site conditions.
14. The product has not been installed and maintained in accordance with the Duce Timber Windows & Doors requirements, the relevant Australian Standards and the recognized building practices.
15. The product has been subject to misuse, physical abuse of any form or neglect.

#### Manufacturing

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Service work under this guarantee is to be carried out by Duce Timber Windows & Doors personnel, Duce Instaltek Pty Ltd or authorised Duce Timber Windows & Doors agents. Claims under this guarantee should be made within one month of the defect arising and must be made by contacting Duce Timber Windows & Doors via the details below.

#### Contact Information

Phone: 07 3816 0244  
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Our AWA membership  
is your guarantee  
of performance