



WARRANTY DETAILS



Warranty Statement

As an Australian registered company, Concept Windows Pty Ltd is required to comply with the Australian Standards relating to the manufacture of our product. This includes the conducting of tests by a qualified third party to ensure that our products are manufactured according to the Australian Standards, and in alignment with the National Construction Code. Concept Windows confirms our warranty as follows;

- The whole of our frame is covered by a structural warranty of 7 years from the date of Installation.
- Moving parts are warranted for a period of 2 years from the date of Practical Completion. This includes items such as handles, hinges, hardware, rollers etc.
- Warranty on glass is limited to the replacement of faulty or defective glass or to damage ensued from faulty installation. Warranty does not cover any post installation damage by any builders or trades, neither does it cover thermal cracking or spontaneous breakages.
- Powdercoat warranty is specific for each project. The minimum Powdercoat warranty we supply is 10 years from the date of Installation (In accordance with the manufacturers Specifications).
- Anodising warranty is specific for each project (In accordance with the manufacturers Specifications).
- The whole of this warranty is conditional upon compliance with the operations and maintenance manuals supplied for each project, including the manufacturer's recommendations, normal environment and use conditions, and the AWA Code of Conduct. All claims for warranty will be determined at the discretion of Concept Windows.
- This warranty does not cover
 - Colour variations that may occur with powdercoat or anodised finishes
 - Products that have been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.
 - Products that have been supplied according to a required specification, where such specifications are subsequently determined as inappropriate.
 - Products subject to corrosive elements such as salt water, chlorine, etc.
 - Powdercoating coming off the tracks of sliding doors, stacking doors, or sliding windows.
 - Cavity sliding/stacking doors & windows – in the event where the door/window frame, sliding panels, or any other part is required to be removed to perform servicing, maintenance, etc., all costs associated to remove, reinstate, inc. all associated remedial works, to the adjoining walls, structure, fixtures, fittings etc is not covered.
 - Warranty claims where Concept Windows have not been granted reasonable access to view & assess the alleged defect.
 - Warranty claims where the alleged defect has not been lodged with Concept Windows within 48 hours of the alleged defect occurring (note: delays in lodging defects can result in ongoing consequential damages to finishes, fixtures etc).
 - Warranty claims for consequential damages to adjoining fixtures, finishes, etc. All such claims to be assessed and approval granted at the sole discretion of Concept Windows.
 - Warranty claims where reasonable measures have not been taken to minimize/eliminate any consequential damage due to a defect.
 - Warranty claims where any third party contractor has done any works/changes/modifications/servicing to the windows and doors.
 - Warranty claims of water ingress on full height doors & windows where the requirements for water stop angles, termination heights, & waterproofing stipulated in AS4654.2 have not been adhered to.

How to lodge a claim

All customers are required forward their warranty claim, in writing, to Concept Windows at the below address, within 48 hours of the defect arising. Upon receipt, Concept Windows will assess the validity of the claim, and if claim is valid, will undertake the works at a time that is acceptable to the claimant. If the claim is not valid under the warranty, the claimant will be quoted for the repair/replacement of the product. Customers should email their claims to service@conceptwindows.com.au

Statutory Rights

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 compensation for any other reasonably foreseen 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. The benefits given to the customer under this warranty against defects are in addition to other rights and remedies under a law in relation to the goods or services to which the warranty relates.