



WARRANTY DETAILS



Warranty Statement

As an Australian registered company, Concept Windows 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 for a period of 1 year from the date of Practical Completion.
- Moving parts are guaranteed for a period of 1 year from the date of Practical Completion. This includes items such as handles, hinges and rollers.
- 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 Practical Completion.
- The whole of this warranty is conditional upon compliance with the operations and maintenance manuals supplied for this project, including the manufacturer's recommendations, normal environment and use conditions, and the AWA Code of Conduct. Any mistreatment, vandalism or construction damage is not covered by our warranty and all claims for warranty will be determined at the discretion of Concept Windows.
- Anodising warranty is specific for each project. Exterior Smart AA20UM has a 25 Year Warranty and Exterior Plus AA25UM has a 35 Year warranty. This does not cover colour loss or service integrity.

How to lodge a claim

All customers are required forward their warranty claim, in writing, to Concept Windows at the below address, within 72 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.