

Who is this warranty provided by and to?

This warranty is provided by Assa Abloy Door Group Australia Pty Ltd (Company) to the original purchaser (Customer) of doors the subject of the warranty terms below. In providing this warranty, the Company understands the Customer has purchased the doors for the purposes of re-supply.

What is the scope of this warranty?

Subject to the other terms and conditions in this document, the Company warrants for a period of TWO (2) years (Warranty Period) that all standard 'Touchwood' brand doors:

- (a) manufactured by the Company; and
- (b) supplied to the Customer,

are of good material and workmanship, and free from any defects which render them unserviceable or unfit for the use for which they were manufactured.

The Warranty Period commences from the date of supply to the Customer.

Note that doors larger than 2.4m high are not considered 'standard' and thus are not covered by this warranty unless the Company has agreed in writing to apply this warranty to its supply of such doors to a specific Customer.

How should a claim be made under this warranty?

To make a claim under this warranty, any alleged non-conformity of the doors with this warranty must be brought to the attention of the Company by the Customer when discovered, and in any event within the Warranty Period, by contacting the Company in writing and providing a copy of the contract (purchase order where relevant) under which the doors were purchased, attaching evidence of the non-conformity, and allowing the Company to inspect the relevant doors on request.

How will valid claims under this warranty be addressed?

The Company will assess any claim under this warranty and if, in the Company's reasonable opinion, doors have not conformed with the warranty (and the warranty terms have been complied with), the Company will at its own option and expense:

- (i) provide replacement doors (to the nearest matching specifications in the Company's current supply range);
- (ii) repair the product (or pay the cost of such repair by a third party); or
- (iii) refund the price the Customer paid for the product.

The Company will not be responsible under this warranty for any installation, hanging, painting or other activities the Customer considers should be undertaken in relation to replaced or repaired doors under this warranty, or the costs of such activities.

What exclusions apply to this warranty?

For the avoidance of doubt, this warranty excludes and does not apply to:

- (a) normal wear and tear;
- (b) damage caused to doors as a result of misuse or any failure to properly maintain the doors, or to adhere to directions provided by the Company regarding proper handling or care of doors (including, but not limited to, those in the paragraph below);
- (c) doors installed in a manner that is not in accordance with the relevant Australian Standard: AS2688;
- (d) damage caused to the product after the doors are supplied by the Company; or
- (e) unauthorized alteration, modification or repair to the doors.

In this context of the exclusions above, note that:

Natural variations in the colour, texture or grain pattern of the wood are not to be considered defects.

Doors must be accorded reasonable treatment by the Customer and should be stored or hung in dry building and not in damp, moist or freshly plastered areas.

Doors must be stored flat to avoid bowing.

The utility or structural strength must not be impaired in the fitting of the door, the application of hardware, or cutting and altering of the door for lights, louvres, panels or any special details.

Normal show-through of frame components in doors shall not be considered a defect.

Immediately after fitting, and prior to hanging, the entire door, including the top and bottom edges, must be sealed as per requirements stated in AS2311. Semi-gloss or satin finishes are recommended for all doors to reduce show-through.

Exterior finishes applied strictly in accordance with applicable instructions shall be used on exterior doors and doors exposed to direct weather conditions should be finished with light reflective colours and have a rain deflecting section across head of frame.

Doors exposed to direct weather conditions with no overhead protection should be metal clad (faces and edges).

Regular maintenance should be provided to prevent deterioration.

Doors should be sealed top and bottom as soon as delivered onsite

Any other instructions regarding installation, maintenance or use of doors purchased by the Customer should be strictly adhered to Touchwood's guidelines.

What other rights or remedies may apply?

The benefits conferred by this warranty are in addition to any other rights and remedies in the respect of doors manufactured and/or supplied by the Company arising under the Competition & Consumer Act 2010 and any other applicable laws.