

Warranty Statement

Shower Screens, Mirrors, Robes, Splashbacks

Subject to the conditions and limitations below WA Custom Glass guarantees its products against defects arising from faulty workmanship or materials for 2 years from the date of practical completion.

* Moving parts which are subject to wear as part of normal use are guaranteed for a period of one (1) year from the date specified above.

* The product must be installed and maintained in accordance with WA Custom Glass installation and maintenance recommendations, and the relevant Australian Standards (www.standards.org.au).

* Manufacturing standards and tolerances are not deemed defects.

* The customer must not carry out any remedial work to allegedly defective products without first obtaining the written consent of WA Custom Glass to do so.

The WA Custom Glass Warranty against defects does not cover:

* Products that have been subjected to abuse, misuse or neglect.

* Colour variations or shades that may occur with powder coat or anodised finishes.

* Products that have not been maintained in accordance with the Care and Maintenance instructions specified by WA Custom Glass (<https://www.wacustomglass.com.au/wp-content/uploads/2019/11/Product-Care-Guide.pdf>)

* Products which have been supplied according to a required specification, where such specifications are subsequently determined as inappropriate.

* Products that have been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.

WA Custom Glass:

* Accepts no responsibility for glass breakage once installed, for example thermal cracking or spontaneous breakages. Glass is a product that cannot be warranted as per Australian Standards.

* Assumes no liability for damage to whole of product caused by cleaning agents or cleaning acids.

Claims:

WA Custom Glass provides a warranty to an initial customer (the Builder/ Renovator) and a secondary customer (the HomeOwner). In both situations

* All customers are required to forward their warranty claim, in writing, to WA Custom Glass at the address specified below, within 72 hours of the product defect arising.

* The customer is responsible for all costs associated with lodging the warranty claim.

* WA Custom Glass will investigate all warranty claims and undertake, the repair or replacement of any defects identified as covered by this warranty using WA Custom Glass service technicians and / or nominated installation personnel.

* The customer will be liable for all costs incurred by WA Custom Glass, if the issue is not covered by the provisions of this warranty or your statutory rights as detailed below.

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 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. 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.

Address Details Customers should send their claims to:

Warranty Claims WA Custom Glass

PO Box 379

Willetton WA 6955

or via email to: info@wacustomglass.com.au