

March 2024

Our Warranty to you

Swartland products are designed to create lasting value for your home. This warranty is effective for all Swartland products. For important information regarding the use/application of our products, including care and maintenance instructions. Installation instructions, architectural files and product certificates please refer to <https://www.swartland.co.za/downloads>. It's essential that you familiarize yourself with the content of these documents prior to utilizing our products.

What this warranty covers:

Except as set forth in the conditions section below, we guarantee that if your Swartland products exhibits a defect in material or workmanship within the time periods from the date of invoice as specified below, we will at our discretion repair or replace the product or component part.

Hollow core doors (Raw & Primed)	Pine Engineered door (Raw)	Pine/MDF Engineered doors (Primed)
1 Year	5 Years	10 Years
For Internal Use Only	For Internal Use Only	For Internal Use Only

The warranty does not cover:

- Swartland is not liable for damage, product failure or poor product performance due to:
 1. Misuse, abuse or failure to properly finish and provide maintenance.
 2. Normal wear and tear, including normal wear and tear of weather strip; natural weathering of surfaces.
 3. Variance in colour or texture of natural wood parts.
 4. Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
 5. Expose to chemicals (e.g., brick wash) or a harsh environment (e.g., salt spray or airborne pollutants) unless otherwise stated above.
 6. Alteration or modification of the product (e.g., customer applied tints or films, paint finishes, security systems).
 7. Any cause beyond the reasonable control of SWARTLAND (e.g., fire, flood, lightening, other acts of nature, and acts of third parties outside of our control).
 8. Failure to good building practices and over exposure to direct weather elements. The onus is on the owner to take necessary precautionary measures to prevent any over exposure to weather elements.
 9. Improper installation not in conformance with SWARTLAND installation instructions; operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction for example: Incorrect installation of sill detail. Water must be kept away from products. Products must be inspected every 6 months and be maintained and sealed accordingly.
 10. Hardware or inserts that are not provided by us, such as locksets, door handles, burglar bars, etc.
 11. Damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure).
 12. Site conditions exceeding 18% moisture content.
 13. Wood decay (Dry Rot) in wood components. Note: superficial mould/mildew does not indicate wood decay. There are 3 fundamental conditions for fungi to grow and survive, water/moisture 20% +, food source (Wood) and suitable atmospheric conditions 18- 35°C.



SWARTLAND INVESTMENTS (PTY) LTD

Reg. No. 2005/019062/07 VAT Reg. No. 428 026 8402



14. Transportation, export duties outside of South Africa and the installation of products are not covered in this guarantee, especially expressed when products are sold outside of South Africa.
15. Glass breakage (except as specifically covered above).
16. Fly screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
17. Expansion or contraction of product components due to varying environmental conditions; slab/foundation movement (shrinkage or swelling) due to temperature and humidity.
18. Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g., related to laminate interlayer or heat strengthening of glass) are not considered a defect.
19. Slight colour variations in glass are not considered a defect.
20. Hairline cracks in factory-applied finishes; surface cracks that do not compromise the underlying material are not a defect.
21. Labour and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labour exceeding the time periods specified above.

We can respond quickly and efficiently if you provide the following information:

- Product identification (from the original order/invoice document).
- Contact details.
- Address where the product can be inspected.
- Description of the apparent problem and the product (photographs are helpful).

Product delivery date: _____

Invoice Number: _____

Customer Signature: _____

Swartland Staff Signature: _____

