



## Doors Guarantee

Our products 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 for 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. Please note: The consumer guarantees do not apply to defects that are present at the time of purchase (known as 'fitness for purpose') or if you cause damage to the product after purchase.

Subject to terms and conditions set forth herein, doors manufactured by: Hardware Concepts PTY LTD (hereinafter referred to as "the Company") are guaranteed by the manufacturer for five years from the date of shipment by the manufacturer to be of good material and workmanship, free from defects which render them unserviceable or unfit for the use for which they were manufactured. In the event that doors manufactured by the Company are found to be defective within five years from date of shipment, they will be repaired or replaced at no charge to the customer. Repairs will be made using new materials and workmanship equal or superior in quality to those originally used.

## TERMS AND CONDITIONS

Defects are not Natural variations in the colour, texture or grain pattern of the wood or MDF . Doors must be accorded reasonable treatment by the purchaser and should be stored or hung in dry buildings and not in damp, moist or freshly plastered areas. 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.

A maximum of 3mm may be trimmed from any edge of the door. This must be done evenly. Normal "show:through" of frame components in doors shall not be considered a defect. Entrance/solid doors up to 2040 x 820 require three hinges, larger doors require four hinges or pivot system.

For optimal durability and protection of your entrance doors, it is essential to install them in weather protected openings. Please note that the Hardware Concepts warranty does not cover doors fully exposed to harsh weather conditions.

It is advisable to prevent doors from coming into contact with moisture, even after the finishing process. The level of protection your door receives plays a vital role in its long-term maintenance and overall lifespan.

When using doors for external applications, ensure that they are explicitly designed for this purpose. Utilizing the wrong type of door can compromise security, durability, and performance when exposed to varying elements such as sunlight, rain, wind, heat, and cold.

In most cases, even with an external door, it's recommended to have some form of overhead protection. This measure helps mitigate common performance issues, including rapid finish deterioration, colour fading, wood damage (splitting, warping, panel shrinkage, wood joint separation), and water penetration between panels, frame, and glass.

Furthermore, the choice of colour for external doors can impact their ongoing performance and maintenance. Dark colours, in general, tend to absorb more heat compared to lighter shades, which can accelerate issues such as door deterioration, colour fading, warping, sticking, or other performance-related problems.

For additional protection of external doors, consider using a security door or another secondary door, depending on the material. In hot climates, it's crucial to select materials that do not trap excessive heat between the two doors, as this can lead to significant damage."

Please let me know if you need any further adjustments or have any specific requirements.

Doors and door systems including pivot systems that are installed in a fully exposed situation including opening outdoors will not be warranted. Immediately after fitting and prior to hanging, the entire door including the top and bottom edges must be painted. Use a good quality paint or coating system and always follow the paint manufacturer's advice.

Pay particular attention to internal vs external paint systems and use the one appropriate to where you are hanging the door. This includes doors that are supplied raw or factory primed. If staining, must use exterior grade varnish/sealer to prevent absorption of moisture. Always follow the varnish/sealer manufacturer's advice. It is essential that when fitting a new door, a good quality paint or coating system is used. This will ensure that all surfaces are protected against moisture penetration, which could lead to premature failure of the product.

Paint recommendations are semi Gloss or Satin finishes are recommended for all doors to reduce show-through.

Exterior finishes to be applied strictly in accordance with paint manufacturer's instructions. Entrance and exterior doors should be finished in light reflective colours to reduce the risk of heat absorption which causes warping. **DARK COLOURS WILL VOID WARRANTY.** Regular maintenance should be provided to prevent deterioration.

Where any legislation provides for remedies for the Company's breach of a condition or warranty whether statutory or otherwise, then, at the Company's option, the customer's sole remedy for such breach except a breach of Section.

69 of the Trade Practices Act will be limited to: such remedy, or the repair of the products, or the replacement of the products or the re:supply of the products; or the payment of the cost of replacing the products; or the cost of having the services supplied again; or the reprovision of the services. No claim will be accepted unless notified in writing to the Company within seven (7) days of the date of delivery of the products or the supply of the services.

The Company will not be held responsible for additional charges of hanging, painting or other charges arising from the replacement of doors. Any such defects must be brought to the attention of the manufacturer when discovered and in any event within five years from the date of shipment by the Company. The Company is not liable to reimburse any purchaser for doors repaired or replaced without the prior written consent of the Company to such repair or replacement. The Company will not assume responsibility for doors which become defective because of failure to follow these conditions or hazards of shipment or storage, after doors leave the control of the Company. The Company will not be liable for any costs, claims, damages or demands arising from the personal injury, loss or damage whatsoever occurring to the customer or its agents, servants as a result of either acts or omissions of the customer. The Company will not be liable for any consequential loss or damage, whether due to its negligence or otherwise.

The Company will not be liable to the customer for the Company's failure to comply with its obligations to the customer due to any cause beyond the Company's reasonable control and the Company's obligations affected by such cause are suspended while the cause continues to prevent or hinder the Company's performance. The Company will not be liable to the customer for any loss or damage suffered by the customer arising from the Company's use of any information provided by the customer. The customer indemnifies and keeps indemnified the Company against any loss, damage or expense arising out of or in connection with the customer's failure to comply with its obligations under these terms and conditions. The company reserves the right to modify these terms and conditions from time to time.

#### DAMAGE IN TRANSIT

Considerable damage can occur during the delivery of doors particularly to country areas. "Special Packaging" is recommended (optional extra cost) in an attempt to prevent transit damage. The Company is not responsible for any transit damage. It is the responsibility of the Purchaser to inspect goods on delivery, before signing for them. The Company will not be held responsible for any damage that may occur after signing for the goods as delivered

#### DEFINITION OF WARP

Warp shall be interpreted as meaning the cupping/bowing or twisting of doors. It refers to distortion within the door itself and not its relationship to the jambs or frame in which it is hung. Warp of 4mm or less for doors up to 2150mm high and 6mm or less for door heights between 2150mm and 2400mm shall not be considered a defect. Doors over

2400mm high or 1020mm wide are not guaranteed against warp. A door is warped when the face of the panel has been distorted, producing a cupped or bowed effect. This can be caused by several factors but most commonly occurs when a door is left in an environment with high humidity and temperature, resulting in swelling and shrinking of the wood. The panel of the door is flat and flush with the frame. The panel of a warped door will have a slight curve, or bow, running across its width and height. A cupped door has an obvious "s" shape when viewed from above.

## EXCLUSIONS

The guarantee against warp does not apply to the following:

- a. Doors with face veneers of different species.
- b.** Doors that are improperly hung or do not swing freely.
- c.** External flush doors which have been painted or stained dark colours, or different colours each face.

Experience has demonstrated that when warp occurs after doors have been delivered to storage or building sites, it is usually due to improper storage or adverse moisture conditions after hanging and not to faulty manufacture. The Company will accept no responsibility for doors when moisture content of the timber falls below 12% or exceeds 18%. The Company will not accept responsibility for conditions wholly beyond its control. However, the Company should be consulted promptly if excessive warping occurs to provide assistance in overcoming the difficulty. The Company will not accept responsibility for excessive warping of doors where the moisture content of the timber falls below 12% or exceeds 18%. The Company should be consulted promptly if excessive warping occurs to provide assistance in overcoming the difficulty. The Company will not accept responsibility for doors when moisture content of the timber falls below 12% or exceeds 18%.

[www.hardwareconcepts.com.au](http://www.hardwareconcepts.com.au)

