

Warranty Statement

Jason Windows Pty Ltd as a member of the Australian Window Association is required to comply with an Industry Code of Conduct which includes a requirement to conduct Third Party auditing to ensure its products are manufactured in accordance with Australian Standards.

The Jason Windows Pty Ltd product range is designed to meet the performance criteria outlined in a number of Australian Standards in alignment with the National Construction Code.

As required by Australian Standards, performance labelling of Jason Windows Pty Ltd products confirms the structural and water performance capabilities of each individual product.

Subject to the conditions and limitations below Jason Windows Pty Ltd guarantees its products against defects arising from faulty workmanship or materials for 10 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 two (2) years from the date specified above.
- * The product must be installed and maintained in accordance with Jason Windows 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 Jason Windows to do so.

The Jason Windows Pty Ltd 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 Jason Windows (<http://jasonwindows.com.au/cleaning-and-maintenance-windows-doors-glass/>)
- * 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.
- * Products which have been supplied but not installed in accordance with the requirements of the National Construction Code.
- * Products subjected to corrosive environments.
- * To the extent permitted by law, any consequential loss arising from defective or faulty products supplied by Jason Windows Pty Ltd

Jason Windows Pty Ltd:

- * Accepts no responsibility for glass breakage once installed, for example thermal cracking or spontaneous breakages. Glass breakages caused by faulty installation or materials are the exception.
- * Assumes no liability for damage to whole of product caused by cleaning agents or brick cleaning acids.

Claims

The structure of the Building and Construction industry results in Jason Windows Pty Ltd providing a warranty to an initial customer (the Builder) and a secondary customer (the Home Owner). In both situations -

- * All customers are required to forward their warranty claim, in writing, to Jason Windows Pty Ltd 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.
- * Jason Windows Pty Ltd will investigate all warranty claims and undertake, the repair or replacement of any defects identified as covered by this warranty using authorised Jason Windows Pty Ltd service technicians and / or nominated installation personnel.
- * The customer will be liable for all costs incurred by Jason Windows Pty Ltd, 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 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.

Address Details

Customers should send their claims to:

Warranty Claims
Jason Windows Pty Ltd (ACN 060 974 138)
Locked Bag 3
Welshpool DC
Welshpool WA 6986

or via email to: warranty@jasonwindows.com.au

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WINDOWS DOORS SECURITY SCREENS

jasonwindows.com.au

A CLEAR DIFFERENCE

