

TERMS & CONDITIONS OF WARRANTY

Warranty is extended to the original Owner, and is non-transferrable.

Should any defects develop due to improper workmanship on JS Glass Fencing Solutions behalf, it shall be corrected at no expense to the Owner.

No warranty will be applied to any fence installations, or portions of work, which are repairs or add-ons to existing fences, and do not involve complete new fence installations.

JS Glass Fencing Solutions shall not be under any responsibility or liable to perform repairs to the work/fence caused wholly, or in part, by windstorm, hurricane, lightning, hail, rain, or any other weather event, or by reasons of negligence by any party other than JS Glass Fencing Solutions. JS Glass Fencing Solutions does not warranty damage to fences caused by excessive irrigation, failure to keep fences free of excessive vegetation, or faulty operation of hinges or other faulty gate hardware due to lack of maintenance by Owner.

JS Glass Fencing Solutions warranty terms shall not cover any defect or damage which may be caused or partly caused by:

- Failure on the part of the Buyer to properly maintain any Goods and/or failure on the part of the Buyer to follow any instructions or guidelines provided by the Seller
- The continued use of any Goods after any defect becomes apparent
- Fair wear and tear
- Scratching, abrasion, chipping or any other damage or deterioration caused by impact, accident, or misuse
- Deterioration of the metal substrate through oxidization or rusting
- Excessive condensation and/or foreign matter ie dust, environmental matter, animal excrement;
- Normal weathering, including loss of gloss and colour of painted surfaces
- Attack from chemical agents, fumes, liquids or solids
- Installation of the Product less than 1km from marine or industrial influences

If any person, business, or contractor other than JS Glass Fencing Solutions performs or attempts to perform any repairs, modifications or other changes to the completed work, then this warranty becomes null and void.

In the event that a part is covered under warranty from the manufacturer, the Owner will be responsible for labour charges to JS Glass Fencing Solutions to replace said part. If the part is not warranted by the manufacturer, then the Owner will be responsible to JS Glass Fencing Solutions for the cost of the part and labour charges to replace said part, even if JS Glass Fencing Solutions is notified of the defect within the warranty period. Failure to request warranty information at the time of contract does not absolve the Owner from the responsibility for any charges associated with replacement parts and/or labour.

In the event of defects and the necessity of making repairs, the Owner must immediately notify JS Glass Fencing Solutions, in accordance with the below "Warranty Request Procedure", and shall give JS Glass Fencing Solutions reasonable time in which to address and make said repairs.

Warranty Request Procedure: Warranty requests must be received by JS Glass Fencing Solutions, in writing, either by sending an email to enquiries@jsglassfencing.com.au, or by mail to JS Glass Fencing Solutions, 4 Blake Street, Berwick VIC 3806. Requests must include name of owner, address of installation, approximate date of installation, description of issue requested to be warrantied, and owner contact information including phone number. Warranty requests not submitted in this manner may not be addressed.

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