

Product Warranty

Class 1 & 10a Buildings



Thank you for choosing Instock Building Materials. For your peace of mind, Instock Building Materials windows and doors supplied to Class 1 & 10a Buildings (as defined under the National Construction Code) are proudly warranted as follows:

- Aluminium components (including surface finishing) - Ten (10) years against defects arising from faulty workmanship or materials.
- Hardware and moving parts - Three (3) years.
- All warranty periods commence from the invoice date of the goods or, in the event of progress claims, the final invoice claim date of goods.

This warranty is subject to the following conditions and limitations:

1. The product has been installed in accordance with the relevant Australian Standards and recognised building practices.
2. The product has been maintained by the home owner in accordance with the following Instock Building Materials instructions.
3. The product has not been:
 - Subject to misuse, physical abuse or neglect.
 - Damaged by cleaning solvents or brick cleaning acids.
 - Compromised by the installation of third-party fly, barrier and/or security screens.
4. Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of the aluminium surface finish.
5. This Warranty is limited to the repair or replacement at the company's discretion of the faulty product within the scope of the originally invoiced works, but does not extend to the work of other trades or consequential costs.
6. This warranty excludes claims to replace or repair door tracks or sills where the surface finishing has been scuffed, chipped, flaked, or worn due to normal wear resulting from use.

7. Instock Building Materials accepts no responsibility or liability for:

- Personal injury, loss or claim or property damage, installation costs, material or other costs (whether special, consequential or otherwise) howsoever caused or arising whether direct or indirect.
- Glass breakage once the product has been delivered or installed, except in instances of faulty workmanship or materials.
- Thermal cracking of Low E glass or other performance glass products and,
- Glass products that have been modified in any way including the addition of a privacy or tinted film, or other glass application not approved in writing by Instock Building Materials.

8. Only works carried out by Instock Building Materials personnel or authorised Instock Building Materials glazer are covered by this Warranty.

9. Claims under this warranty are to be submitted in writing to your nearest Instock Building Materials within 30 days of the product defect arising. All supporting invoices are to be included with your claim.

- Claims under this warranty must be made within one month of the defect arising in the product. Other than as provided by law Instock Building Materials will repair or replace the product to the extent that it is functionally equivalent to the original product supplied.
- Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the Instock Building Materials. All warranty claims will initially require a deposit to be paid. After inspection by Instock Building Materials personnel or authorised agents, the customer will be advised if the claim is covered under warranty. If the claim is under warranty, the deposit will be refunded, and the product will be repaired or replaced by Instock Building Materials. Otherwise, upon the customer's request, INSTOCK Building Materials will provide a quote to rectify the problem.

10. This Warranty is in addition to all other rights and remedies in respect of the product to which you are entitled under the Trade Practice Act and similar State and Territory laws.

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