

WARRANTY - RETAIL CUSTOMERS



GENERAL

Products are warranted for the duration specified by DLC Group and is effective from the DATE OF INSTALLATION. The warranty shall cover the purchaser for repair to the original item or, where repair is deemed by DLC Group to be impractical, replacement of the original item.

All warranties are void if the warranted product is used in any manner other than for which it was originally designed, has been subject to misuse, accident, failure to be properly maintained or the product has been modified or repaired without authorisation given by DLC Group.

DLC Group accepts no liability for personal injury, loss, claims, property damage, labour materials or other costs however caused or arising and where direct or indirect.

The warranty does not cover:

- Glass breakage, except due to faulty workmanship or materials.
- Colour variation or shades with powdercoat or anodised aluminium finishes.

SHOWER SCREENS, MIRRORS AND ROBES

- A 3-year warranty is provided on moving parts and a 12-month warranty on workmanship only if cleaning is carried out strictly as per our product care information guide and any required maintenance is carried out by a qualified glazier.
- A 10-year warranty is provided on Aluminium only if such is maintained strictly in accordance with our product care information guide and any required maintenance is carried out by a qualified professional.

SPLASHBACKS

- A 5 year warranty covering paint fade, peeling, cracking or bubbling of painted finish.
- Any defects are subject to the visual defects inspection clause.

BALUSTRADE AND POOL FENCING

- A 12-month warranty is provided on moving parts and a 3-year warranty on workmanship only if cleaning is carried out strictly as per our product care information guide and any required maintenance is carried out by a qualified glazier.

PRODUCT CARE INSTRUCTIONS

Post installation cleaning should never involve harsh chemicals, acids or scourers as this will scratch and corrode various components. Many glass cleaning products contain chemicals that will harm mirrors and will void warranty if used

Use warm water or a few drops of methylated spirits on a damp cloth then wipe with a dry, lint free cloth.

Do not use acid or alkaline cleaners or commercial cleaners that contain ammonia or vinegar.

To avoid black edges in mirrors commonly known as "Edge Creep" please follow the above instructions.

Warranty related claims are required to be forwarded to DLC Group in writing within one month of the product defect arising. All such claims are to be investigated and repaired by an authorised DLC Group representative/service technician.

REFER TO THE TERMS AND CONDITIONS AND PRODUCT CARE INFORMATION.



To find out more about our products or for an obligation-free quote, contact us today on **08 9408 3000**

HEAD OFFICE/SHOWROOM

56 Triumph Avenue,
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HOME BASE SHOWROOM

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