

AlfrescoPlus™

ALFRESCO PLUS LIMITED WARRANTY

AlfrescoPlus™ provides a limited warranty on the range of AlfrescoPlus™ products.



15 YEAR STRUCTURAL WARRANTY

AlfrescoPlus™ at its option will replace or repair the PVC panels, bench tops, hinges and handles, plastic feet, kickers, vents and aluminium frame that fail structurally, or fail due to material defects within the 15 years from date of purchase.

The purchase receipt for this product is to be retained and must be presented if making a claim under the terms of the AlfrescoPlus™ warranty.

AlfrescoPlus™ reserves the right to replace or repair the product within the warranty period.

The warranty is void if there is evidence of the product being tampered with.

AlfrescoPlus™ warranty applies only to the original purchaser.

In the event of AlfrescoPlus™ choosing to replace the product, the guarantee will expire at the original date.

AlfrescoPlus™ warrants the purchaser of this product for domestic use only.

AlfrescoPlus™ will not be responsible for any in transit loss or damage.

In Australia, this AlfrescoPlus™ warranty is additional to the conditions and guarantees which are mandatory as implied by the Trade Practices Act 1974 and State and Territory legislation.

What's not covered under the Limited Warranty

- This warranty does not apply to finishes, damage caused during or after installation or colour variances of various panels.
- Check measure and assembly is not included.
- Installations in direct sunlight outside the covered main roof line area with no backing wall structure.
- Installations in commercial structures or unoccupied structures both commercial and residential and installations moved from their original Installation location both commercial and residential.
- Finishes, damage caused during or after installation or colour variances of various panels.
- Defect, deterioration, loss, injury or damage occasioned by or as a result of the misuse or abuse, negligent handling or if the product has not been installed and used in accordance with the instructions.
- Products without proof of purchase.
- Products not purchased from an authorised AlfrescoPlus™ retailer.
- Products which have not been paid in full.
- Products which are resold or resupplied or constitute second hand goods.
- Normal wear and tear.
- Installation that is not in accordance with supplied installation instructions
- Accident, misuse, abuse, negligence, improper handling or failure to follow supplied care directions
- Alteration, modification, repair or use of the product which is inconsistent with supplied product instructions
- Damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, pests, vermin, insects, spiders or interference by foreign objects or matter affecting the product such as dirt, debris, soot or moisture
- Damage, problems or failure caused by extreme weather conditions, including, but not limited to, hail, salt, or other harsh substances
- Products which are re-installed at a location other than the original installation site
- Inadequate support in the structure to which the product is installed
- Repairs to products without the authorisation of AlfrescoPlus™ in writing

AlfrescoPlus™ does not warrant any consequential, incidental, direct or indirect loss, expense or damage suffered by you or any third party arising from or in relation to the use, installation, performance or failure of any AlfrescoPlus™ product.

This warranty is not transferable or assignable.

How to claim

To make a claim under this warranty, you must provide a copy of your original proof of purchase to enable us to determine whether your AlfrescoPlus™ product falls within the warranty and the relevant warranty periods. This will also help us determine whether the claim made is genuine and is not based on any breach of warranty or any violations of the law, such as those involving lost, stolen, counterfeit or second hand goods.

The acceptable proof of purchase is a tax invoice or receipt that clearly itemises the product and shows the date and place of purchase and, if applicable, information pertaining to the installation of your AlfrescoPlus™ product. As a strict condition, where there is no acceptable form of proof of purchase, AlfrescoPlus™ undertakes no responsibility to repair the product under warranty.

You will need to contact AlfrescoPlus™ during the applicable warranty period on the contact details provided below. To enable AlfrescoPlus™ to correctly identify and rectify the problem, please be ready to provide accurate details of your AlfrescoPlus™ product and finish, date of purchase, date of installation, purchase details and a full description of the problem. Our customer service representatives will let you know what other information is required for processing your claim. Importantly, you will need to arrange with AlfrescoPlus™ inspection of your product as part of our assessment of your claim.

Please bear in mind, you will be responsible for all expenses involved in contacting AlfrescoPlus™ to make your claim under this warranty and AlfrescoPlus™ will bear the expenses of any inspection and processing of your claim.

By email at service.group@sitro.com.au

By telephone in Australia

1300 174 876
Monday to Friday
From 8:00am to 5:00pm

By post in Australia

AlfrescoPlus™
33 - 35 Lionel Road
Mount Waverley VIC 3149

*To make a claim under the AlfrescoPlus™ warranty, you will also need to provide proof that the house in which the AlfrescoPlus™ product is installed is your principal place of residence. This may include, for example, utility bills and council rate notices.

How AlfrescoPlus™ will fulfill warranty claims

AlfrescoPlus™ will honour all valid claims made under this warranty by either repairing or replacing (at AlfrescoPlus™ option) your AlfrescoPlus™ product.

You WILL BE CHARGED for work done or any service call(s) if:

- The problem is not covered by this warranty
- There is nothing wrong with the product
- You are unable to provide acceptable proof of purchase and decide to proceed with your claim

We strongly recommend that you read all instructions supplied upon purchase of your AlfrescoPlus™ product before making a warranty claim.



Register your Warranty online at

www.alfrescoplus.com.au

A receipt or proof of purchase is required and must be kept for your records.

For service, spare parts or product information in Australia, please call
ALFRESCOPLUS™ on the Customer Service Line 1300 174 876

ALFRESCOPLUS™ 33 - 35 Lionel Road Mount Waverley VIC 3149 **www.alfrescoplus.com.au**
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