# CONDITIONS OF WARRANTY

All goods received must be checked immediately (on the spot) and the supplier must be notified immediately if any defects are found. Please check all doors for suitability before starting any work. Woodcraft Doors guarantee that all products are of good material and workmanship, free from any defects, which may render them unserviceable or unfit for the use for which they were manufactured, for two (2) years from shipment.

Any claim under this warranty must be made within two (2) years of the date of purchase of the product. To make a claim under this warranty, take the product (with proof of purchase) to the store where you purchased the product or contact Woodcraft Doors.

This warranty is provided in addition to other rights and remedies you have under law: our goods come with guarantees, which cannot be excluded under the Australian consumer law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable 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.

Woodcraft Doors agrees to replace at its own option, unfinished and without charge, any doors found to be defective, subject to the terms and conditions as follows:

* Upon delivery and before commencement of work, all goods must be inspected for any defects and claims from this initial inspection must be made within three (3) days of purchase. Woodcraft Doors will not consider any claim for visible defects apparent before installation after the door has been fitted.
* All care has been taken to assure the quality and workmanship of Woodcraft Doors so that they can withstand the Australian climate, but excessive heat and moisture, or a sudden change in climate can cause minor shrinkage, warping (as per Australian Standard AS2688), or a slight movement in the components of some solid doors. These are not to be considered defects or reason for any claim, objection or non-payment.
* All doors are supplied unglazed and unfinished unless specified and needs to be undercoated/sealed/painted/stained immediately after purchase and before installation to help protect them from changes in moisture regardless of whether they are used as internal or external doors.
* At least two coats of undercoat and two coats of oil paint or equivalent grade varnish, sealer or lacquer must be properly applied (as according to manufacturer’s instructions) to all faces of the door, including the top and bottom edges and all of the cut outs for locks and hinges, prior to hanging. Undercoat, prime or stain does not count as sealers.
* Prior to hanging, the doors must be stored flat (not directly on concrete) in a dry place, not in a damp or freshly plastered area and protected from direct sun.
* Regular maintenance of the door should be done to prevent the breakdown of the paint or varnish film and to protect the timber from deterioration, at least once every 6-12 months (depending on the surrounding environment).
* If your door receives direct sunlight, it should be finished in light reflective colours. Dark colours may cause shrinkage due to the change of moisture content from heat absorption. Light coloured paint is the most durable finish for harsh conditions. Dark paint or stain will void the warranty.
* Timber is a natural grown product, which has natural variations in the colour, texture and grain patterns of the wood. These are not to be considered defects. Normal “show-through” of frame components in doors is also not to be considered a defect.
* Doors must be hung in weather-protected areas and not be subjected to extremes of humidity, direct water/rain conditions, excessive heat/dryness or sudden changes therein prior to, during and after storage and installation. A weather-protected area is defined as an area that has adequate overhead protection to protect the door from excessive exposure (including doors that open outward). Doors with moisture content below 12% or above 18% will void the warranty. Water damaged doors will void the warranty.
* We recommend that a minimum of 3 hinges be put on standard sized entrance doors and 4 hinges be put on larger doors.
* The manufacturer will not be responsible for any incidental work or expenses as a result of, or because of, bad handling, poor storage, and incorrect fittings, installations or finishes. Any work on the door that compromises its structural integrity or utility (such as excessive cutting, altering the door or fitting hardware) may void the warranty. Please contact us for recommendations as to how much the doors may be modified, before proceeding with any modifications.

Woodcraft Doors will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to Woodcraft Doors for consideration. To expedite the process, complete a warranty claim checklist (upon request), and take photos of the defect(s), the entire door and the position of the door in the house (including a front view of the weather-protected area where the door is). Post the complete form, photos and proof of purchase to Woodcraft Doors at 616 Forest Road, Bexley, NSW, or forward the information by email: [[sales@woodcraftdoors.com.au](mailto:sales@woodcraftdoors.com.au)](mailto:sales@woodcraftdoors.com.au) for consideration.

Please refer to our website: [www.woodcraftdoors.com.au](http://www.woodcraftdoors.com.au) for a full description of our terms and warranty.

This warranty is given by:

Bright World Concept Pty Ltd T/As Woodcraft Doors (ABN 13 152 108 908)

616 Forest Road, Bexley, NSW 2207, Australia

Ph: (02) 9553 9322 Fax: (02) 9553 9677

\*Woodcraft Doors reserves the right to alter and amend any specifications at any time. FY2012