



Garage Door Warranty

Garage Door Restore hereafter referred to as the manufacturer hereby warrants:

1. Garage doors (domestic/normal residential single dwelling purposes) to be free from defects in components and workmanship for a period of 5 years from date of original purchase from the manufacturer and where the garage door has been installed by the manufacturer.
2. Garage doors (commercial/multi-residential applications including light industrial doors plus roller shutters and aluminium type doors) to be free from defects in components and workmanship for a period of 12 months from date of original purchase from the manufacturer and where the garage door has been installed by the manufacturer.
3. Garage doors (domestic/commercial) to be covered by a 12 month surface coating warranty from date of installation.

With the exception that:

- While Colorbond® doors are long lasting, hardwearing, peel, flake and chip resistant, under normal conditions this warranty does not extend to inherent defects in steel or other material used in the manufacture or to the Colorbond® process applied. The company will, however, procure and assign to the customer the benefit of the warranty of the manufacturer BlueScope®.
 - From the date of original purchase, providing that the appropriate care and services have been carried out as recommended by the materials manufacturer, Garage Door Restores' obligations under the warranty are limited to rectify any such defect in material and workmanship in a manner that is considered reasonable by the manufacturer and including if required, the use of touch up paint to the surface coat.
 - The DecoWood® timber look doors will be covered by a 3 year warranty on the surface coating subject to clause 12.6.
 - In the case of natural timber clad doors due to the nature of timber no warranty will apply to:
 - The timber component if it has been adversely affected by weathering.
 - Variations in colour, appearance or grain patterns of the natural timber doors.
4. Proof of purchase and/or proof of date of installation must be given to the manufacturer at time of warranty claim.
 5. Clear access must be provided to drum, operator, track and lifting equipment to enable our representatives to conduct service and/or warranty work.
 6. Any claim for a damaged panel or curtain must be made within 7 days of supply, or installation by the manufacturer. The manufacturer retains the option to repair or replace any damaged panel or curtain on-site after inspection that is not within industry agreed standards as per the Australian Garage Door Association Guide of Visual Inspection.
 7. The manufacturer reserves the right to modify any existing or future products without incurring any obligation to incorporate such modification to product already manufactured or to which this warranty may relate.
 8. The manufacturer reserves the right to touch up on site Colorbond® and or pre-painted surfaces on its range of garage doors but no responsibility will be taken for the possibility of any paint rubs, scuffing etc on the internal wash coat finish or external painted surface.
 9. This warranty does not apply to any defect, loss or damage arising or caused directly or indirectly by or as a result of:

Any masonry rendered or other surfaces cracking or collapsing during installation

of the door. OR

- Any defect or deterioration of timber including drying out after installation.
- Any weakening or collapse of the structure to which the doors are affixed occurring any time after installation.
- Any damage to or deterioration in the condition of the doors occurring after delivery and prior to installation.
- Any defect (including defects in component parts or accessories) arising from or attributable to the failure to carry out normal preventive maintenance or adjustment as recommended by the manufacturer.
- To any additional defect damage or deterioration arising from or attributable to the operation of the door after it is known to be defective.
- To any door being installed within 800 metres of the sea or other body of water of equivalent or greater salt concentration or in an area subject to industrial fall out or the use of incorrect cleaning material (acid wash or similar) on the door or adjacent area.

Note: All warranties will be voided subject to:

- Water damage and condensation.
- Power supply black out or surge.
- Door blowing in, storm damage or any act beyond the manufacturer's reasonable control.
- Modification or adjustment of the product and/or by an unauthorised person.
- Any interference from radio (including citizen band radios) or any other electronic device.
- Account not paid in full by the purchaser.
- No preventative maintenance, regular servicing and/or cleaning has been undertaken as recommended by the manufacturer.

In order to maintain this product warranty, the garage door and associated components must be serviced by a professional garage door company within 9-12 months after installation and at least every 2 years after that.

Proof of this being carried out may be required to conduct a warranty claim and failure to adhere to this will void this warranty.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

If you believe your garage door is faulty or defective you must cease operating the product immediately and contact us in writing or telephone using the contact details below.

Garage Door Restore

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