

## PRODUCT GUARANTEE

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. The buyer is entitled to a replacement or refund for a major product failure due to a manufacturing fault(s) and compensation for any loss or damage may be granted at the sole discretion of Ozroll. The buyer may be entitled to have goods repaired or replaced, at the sole discretion of Ozroll, if the goods fail and the failure does not amount to a major failure. This warranty is in addition to, and in no way limits, varies or excludes any express and implied rights and remedies under any relevant legislation in the state or territory of sale.

### Warranty Period

This Product is warranted to be free from manufacturing faults leading to product failure for a period of:

- 15 years for the INSPIRE Panel and Framing Material
- 5 years for any paint used on the INSPIRE product is warranted to be free of defects, including cracking, peeling and hazing if cleaning and maintenance instructions are followed. Excludes any fading outside industry standards
- 3 years on all of the internal components including gearing and louvre pins
- 3 years for all stainless steel components used and 1 year for any other hardware used on the product, such as hinges, screws and track components

### General Conditions

This warranty is the only Warranty applicable to INSPIRE Shutters, it excludes all other express or implied warranties.

No person is authorised by Ozroll to assume any further obligation with respect to INSPIRE Shutters.

### Warranty Restrictions and Exclusions

The following are excluded from coverage under the INSPIRE Warranty:

- Exposure to air pollutants and normal atmospheric conditions may cause INSPIRE surfaces to gradually suffer an accumulation of surface dirt and stains. These are normal occurrences and are not covered under this warranty.
- Any defects, malfunction, or failure to perform which has occurred because of unreasonable use, improper application, or failure to perform reasonable or necessary maintenance.
- Shutters which have not been cleaned in accordance with the instructions in the Maintenance and Cleaning section of the warranty card.
- Any damage to the Shutters or components of the Shutter caused by settlement or structural defects of the building in which they are installed.
- Any damaged caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.
- Damage caused by improper handling.
- Any Shutter which has been repaired or modified by any person other than a duly authorised representative of Ozroll.
- Shutters made without divider rail or which are wider, higher, or of greater area than the recommended sizes are not warranted.

### Procedure for warranty claims

The procedure for the Buyer making a warranty claim is as follows:

(a) produce a copy of the receipt of purchase, together with the warranty document / certificate provided with the product (if any) with the following details completed Date of Purchase, Buyer, Relevant Serial/Barcode Identification Numbers, Fault/Diagnosis; and

(b) sending the warranty claim to Ozroll at the relevant address set out in this document

(c) upon receipt of the relevant information, a detailed investigation will be undertaken to confirm whether the claim refers to Manufacture Guarantee or Consumer Guarantee.

(d) return address:

Address: 4/145 Quinns Hill Road East

Stapylton, Queensland, Australia

PO Box: 2106 Beenleigh, QLD, 4207

Phone: (07) 3393 3355

Fax: (07) 3893 2120

Email: ozqldorder@ozroll.com.au

### Maintenance and Cleaning Instructions:

*The materials require little maintenance. The surface of the Shutter will collect dust. Normal dusting or use of damp cloth will remove this accumulation. If more thorough cleaning is required, please use a neutral soap and warm water to wash the surface. For more difficult stain a mild water based household cleaner can be used. External Shutters should be hosed down regularly and washed with a mild soap solution to remove salt and air pollutants. Shutter hardware should be sprayed regularly with a silicon spray.*

**IMPORTANT:** Stainless Steel Hinges and Screws must be used in Coastal Areas or warranty is void.

**Caution:** Never use harsh abrasives, chlorine-based cleaners or cleaners containing organic solvents on INSPIRE Shutters as they may affect the surface appearance and durability.