



Simply Doors & Windows – Product Warranty

7-Year Warranty – Subject to Conditions and Limitations

Simply Doors & Windows guarantees its aluminium window and door products against defects in materials or workmanship for **seven (7) years** from the date of delivery or installation, whichever occurs first.

Scope of Warranty

For the purpose of this warranty, “product” refers to any aluminium door, window, or screen product supplied by Simply Doors & Windows, including sliding doors, bifold doors, louvre windows, awning windows, fixed windows, flyscreens, and safety screens that are ordinarily manufactured and sold by Simply Doors & Windows.

Making a Warranty Claim

If you believe a defect has occurred, please notify us **in writing within one (1) month** of the issue arising.

Your written claim should include:

- Details of the defect
- Proof of purchase (such as invoice or receipt)
- Photographs of the affected product, if possible

Please forward your claim to **Simply Doors & Windows, Unit 3, 4 Sovereign Place, South Windsor NSW 2756** or via email to **info@simplydoorsandwindows.com.au**.

Conditions and Limitations

This warranty is valid only when:

1. The product has been installed in accordance with **relevant Australian Standards** and accepted building practices.
 - Simply Doors & Windows is **not responsible for waterproofing or re-sealing penetrations**, which remain the responsibility of others.
2. The product has been **properly maintained** as per our care and maintenance guidelines and has **not been subject to misuse, abuse, or neglect**.
3. Insect or safety screens are covered only when **manufactured and fitted by Simply Doors & Windows or authorised personnel**.

4. Variations within **industry manufacturing standards and colour tolerances** are not considered defects.
5. **Glass breakage** is not covered, except where caused by defective workmanship or materials.
 - Glass types including toughened, laminated, float, wire, and mirror glass are warranted against defects such as desilvering, clouding, or edge deterioration for **one (1) year**.
6. **Moving parts** (e.g., rollers, locks, handles, hinges) that naturally wear through normal use are covered for **one (1) year**.
7. This warranty is limited to **repair or replacement of the product only**. Simply Doors & Windows is not liable for consequential loss or indirect damage resulting from the defect.

Only repairs or replacements carried out by **Simply Doors & Windows personnel or authorised agents** are covered under this warranty.