

Warranty Statement

Jewel Sashless Windows Aust Pty Ltd (Jewel Sashless) is a member of the Australian Glass and Window Association (AGWA) and as such conform to an industry code of conduct which helps protect our customers and end users against any defects of workmanship.

All products manufactured by Jewel Sashless have been independently tested by a NATA accredited testing facility, ensuring our products meet all relevant Australian Standards.

This warranty is provided in addition to any warranty or guarantee imposed by law and in particular those implied by the Competition and Consumer Act 2010.

For the purpose of this warranty "the product" refers to a Sashless Window manufactured and installed by Jewel Sashless.

Subject to the conditions and limitations below Jewel Sashless warrants that its products are of industry standard quality and free of any defect caused by Jewel Sashless.

What this warranty covers

Jewel Sashless guarantees their Sashless windows against any defects in materials and workmanship as per below;

- All structural materials, beading, locks, handles, pulleys and cords for 10 years.
- All glass against defects and degradation for a maximum of 2 years.
- This warranty is limited to repair or replacement of the faulty product only. There is no liability for any other claims, damages or costs whether consequential or otherwise caused by the defect.

This warranty is valid as long as

- The Sashless windows have been installed by Jewel Sashless.
- If installed by others this warranty will not cover any defects caused by sub-standard installation.
- The window subframe has been installed in accordance with Australian Standards, AS2047 and AS2048, and standard building practices.
- The product has been maintained in accordance with Jewel Sashless instructions.
- The product has not been damaged due to misuse, physical abuse or neglect.
- The product has not been physically altered or removed and reinstalled.
- The product is not subject to abnormal stress from the location i.e. application of heat, excessive vibration or movements of buildings or foundations.



This warranty does not cover

- Glass that has been modified in any way by the addition of film (tint, privacy or any other)
- Glass breakages / failures except where the glass breakage or failure has been caused solely by the glass supplier's faulty workmanship or materials.
- This warranty does not cover discolouration of finishes that may occur under certain climatic conditions.
- Fair and expected wear and tear.
- Travel costs to rectify windows installed by Jewel Sashless in the customer's factory once goods have shipped to site.
- Travel costs to rectify windows installed by others.

Defects do not include

- Industry variations in specific glass, thermal cracking, powder coating and anodising finishes will not be accepted as defects.

How to make a claim

- All claims must be made in writing and must be made within 30 days of identifying the defect.

Where to make a claim

- Please contact Jewel Sashless on 03 9770 8708 or via email on sales@jewelsashless.com.au

Should you wish to make a claim under this warranty you are required to first notify Jewel Sashless. Other than as provided by law, Jewel Sashless will repair or replace the product to the extent that it is functionally equivalent to the product supplied. Where a product has been repaired or replaced this warranty shall only apply to the repaired or replaced product for the balance of the period provided by this warranty.

