



**Updated: 15/11/2020**

## Service Work Disclaimer

Malone Glass is a certified ISO 2015:9001 Quality management certified. Our standards and practices have been scrutinized and approved by independent Quality management certified Organisation.

Our service work labour is guaranteed, and our parts are warranted (see Malone STANDARD WARRANTY-MALONE GLASS.pdf)

Although we provide a comprehensive service, we are working on products that often have not been-

- 1- Installed by us
- 2- Are old or affected by age, sun and or general wear and tear
- 3- Use systems products or parts that are not available any more.
- 4- Are Damaged
- 5- Are unforeseeably unable to be repaired.

While we endeavour to be as careful as possible Malone Glass cannot be held responsible for damaged glass, frames or any products that may break or become unusable when we repair the work. As we have the customers best interests at heart and we will provide the most cost effective solution to fix or repair your product. However, we cannot be responsible if this does not work or breakages occur as a result of this. Our policy is that while ALL care is taken, we accept NO responsibility for any breakages of glass or products. Nor do we guarantee that options provided Will be suitable for each customer need. If breakages do occur the customer is responsible for the costs of those products.

## 6 YEAR GUARANTEE

### Product Warranty and Care Guide

This Guarantee is provided in addition to any warranty or guarantee imposed by law and in particular the guarantees implied by the Competition and Consumer Act 2010(Cth). In no way does this Guarantee seek to exclude or limit any right or remedy you have in Law. However, to the extent that is permitted by law any other warranties or guarantees are excluded. For the purpose of this warranty "the product" means a window or door product ordinarily manufactured and sold by the manufacturer. Subject to the conditions and limitations below Malone Glass guarantees that its products are of acceptable quality and free of any defect caused by the manufacturer.

A 12-month warranty is provided for all hardware components which may involve rectification by the supplier.

## Limitations

### **THIS WARRANTY DOES NOT APPLY TO:**

- a) Moving parts such as lock cylinders; door rollers; lever handles; hinges; activators; springs
- b) Parts supplied by other manufacturers as separate components and where such components are warranted or guaranteed by its manufacturer or supplier those guarantees or warranties whether express or implied are assigned to whom the goods are supplied;
- c) Cosmetic damage;
- d) Damage caused by accident, misuse, transport, installation or any external cause:
- e) Failure to install, use and operate the product in a way that is not in accordance with the manufacturer's instructions, good building practice, relevant building standards or a use for which the product has not been designed or recommended by the manufacturer.



f) service work that is carried out by other than MALONE GLASS or authorised agents.

g) Installation: the Window or Door Product was installed, fitted, or operated on by an unqualified installer in trade; or was otherwise

installed, fitted or operated on contrary to the applicable industry guide or standards, including the AWA Industry Guide to the Correct Installation of Windows and Doors and the AWA Industry Guide to the Correct Fixing of Windows and Doors;

**THIS WARRANTY DOES NOT APPLY IF THE FOLLOWING OCCURS:**

h) Improper Use: The Window or Door Product was used in a manner not in accordance with the instructions, or for a purpose not specified in the published literature

i) Alterations: The Window or Door Product has been altered or retro-fitted with parts not supplied by MALONE GLASS

j) Normal wear and tear: the defect in, or damage to a Window or Door Product was the result of normal wear and tear on the Window or Door Product such as wear of finishes on running guides and tracks

k) Non-Payment: MALONE GLASS has not been paid in full for the corresponding Window or Door Product supplied

**WARRANTY CLAIMS**

Should you wish to make a claim under this guarantee you are required to first notify the manufacturer. Other than as provided by law the manufacture 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 apply to the repaired or replaced product for the balance of the period provided by this guarantee.

**INSTALLATION & MAINTENANCE**

MALONE GLASS products are manufactured from the most suitable materials and finishes available to the specification provided and when properly maintained will give many years of quality service. Failure to maintain may void the warranty.

**BUILDERS / HOMEOWNERS PLEASE NOTE:**

When installing windows and doors there are some precautions you should take to ensure that the products will retain their ex-factory condition until installation is complete and the job handed over. Refer to the manufacturers' documents or the AGWA Installation and Fixing Guides for instructions.

For further information regarding window care & maintenance please contact us at [admin@maloneglass.com](mailto:admin@maloneglass.com)