

WARRANTY



Our manufacturing experience since 1984 gives us the confidence to offer our valued customers one of the finest warranties in the industry today.

We warrant our products against defects in materials and workmanship. The term of our warranty, measured from date of original purchase is:

TERM	SERIES	RANGE
15 Years	Professional	Architectural, Galaxy, Astron, Italian, Belmont, Empire, Traditional, Door Closer Range
10 Years	Lifestyle	Futura, Electronic Locks
5 Years	Value	Jura, Contract
1 Year	N/A	Components used in products (including electrical)

Note: Product ranges are representative only. They are subject to change.

To make a warranty claim, contact us by email. Describe the problem. Attach a photo. Our experts will tell you what to do. In some cases, we may need to inspect the product in its installed state. In most cases, we shall simply ask you to return the product to us, freight prepaid.

If the defective part is capable of repair, we shall repair it. Otherwise, we shall replace it. In the unlikely event that we are unable to repair or replace the defective part, we shall give you an appropriate refund.

We cannot accept a warranty claim for damage unless it resulted from a defect in our materials and workmanship. Therefore, we expressly exclude from this warranty: (a) Surface damage occurring after purchase and not caused by defects in materials and workmanship; (b) misuse, neglect or accidental damage; (c) failure to maintain and care for the product; (d) defects or damage caused by using the product for a purpose other than that for which it was designed, such as the commercial use of the product; (e) defects or damage caused by improper installation; (f) damage caused by batteries; (g) modification and/or alteration to the product; (h) discoloration and scratches to finishes through normal use and ageing; (i) replacement of batteries, and (j) normal wear and tear.

Proper maintenance, care, cleaning and polishing in accordance with our usage instructions are essential to retain the product's finish, particularly products with soft finishes or with finishes that naturally age, such as Brushed Nickel, Satin Chrome, Polished Brass, Graphite Nickel, Matt Chrome, Unlacquered Brass, Matt Brass, Rumbled Brass, Roman Brass, Natural Bronze, Oil Rubbed, Satin Brass, Brushed Bronze, Antique Bronze, Buffed Bronze, Matt Antique Bronze, Venetian Bronze, Powdercoat. These products are subject to deterioration, corrosion and oxidation by conditions such as salt deposits, scratches from sharp objects, paint thinners and caustic agents. Our warranty does not cover claims in relation to a product's finish unless the problem was caused by an original defect in our materials or workmanship.

This is a parts only warranty. It does not cover your labour costs for product removal and reinstallation. The products covered by this warranty are designed for residential use only and any other use shall void this warranty.

This is a limited, express, warranty. As such, we certainly do not intend to exclude any other rights or remedies that you may have under the Consumer Guarantees Act 1993 or other relevant laws. Nothing in our express warranty should be construed as limiting or restricting any other statutory right or remedy available to you, except where the statute allows our warranty to override it.

PO Box 1595
42-48 Arena Avenue
Invercargill 9840, New Zealand

 **+64 (3) 2140060**
 **sales@windsorbrass.co.nz**
 **windsorbrass.co.nz**