

ARA Manufacture Pty Ltd Product Warranty

ARA Manufacture warrants the manufactured products (product) to be free from defects in material and workmanship which would render them unserviceable or unfit for normal use for a period of 12 months (1 Year) as from the date of transfer of risk to the Customer, which shall be deemed to take place when the product first delivered to the Customer by ARA Manufacture (warranty). This warranty shall not apply in any of the following circumstances:

- Normal show through of internal and core components provided the steel meets the requirements of the Australian standards for flatness.
- In the case of failure or defects to a customer nominated colour or paint finish occasioned during transportation or otherwise after shipment from the ARA Manufacture factory.
- Product not accorded reasonable treatment by the Customer (including failure by customer to store correctly before installation).
- Product not accorded reasonable treatment by the Customer including storage and transport in enclosed containers by sea and through tropical regions or in high corrosive chemical conditions where atmospheric conditions can lead to deformation/deterioration /corrosion of paint surfaces.
- Product not accorded reasonable treatment by the Customer including failure to regularly clean accumulated dirt and corrosive residue from the surface of the product while in use externally in the field. (ARA Manufacture recommends that the product be washed with warm soapy water once every three (3) months and more frequently when located in a corrosive environment for example, near the sea or in areas where high chemical residue may be present).
- Product not accorded reasonable treatment by the Customer including rough usage of the product or failure to restrain the product from damage caused by extreme wind force forcing door products back against their hinges.
- Product not accorded reasonable treatment by the Customer including being used in an external environment and where the defect has occurred due to water or moisture being allowed to enter the external skin of a door surface via a lock or other cut-out.
- Product not accorded reasonable treatment by the Customer including being used in a corrosive environment or where excessive moisture, humidity, sea air or corrosive chemicals exist and where corrosive failure has occurred.
- Failure of a door product to seal the opening or operate correctly due to the building being twisted/warped or due to the building not being levelled correctly on its mountings or foundations.
- Failure or delamination of the skin from the core of a door product due to stress caused by faulty installation of the product into the building.
- Failure of (OEM) door hardware items including locks, handles, hinges, closers, seals and other hardware/furniture items not manufactured by ARA Manufacture but included as part of the products supplied to the Customer by ARA Manufacture is limited to the warranty offered in relation to such non-manufactured parts by the non-ARA Manufacture manufacturer or non-ARA Manufacture supplier of those parts.

- Defects, faults or damage to the product supplied by ARA Manufacture to the Customer which is occasioned by the incorrect installation of the product on site or which is occasioned to the product by or during the transportation of the product following the transfer of risk to the customer by ARA Manufacture or by any modification or change to the product which is not first authorised in writing by ARA Manufacture.

The warranty is limited to the repair or replacement (at the option of ARA Manufacture in either case) without charge to the customer of any product found to be defective within the scope of this warranty in the form of the product originally supplied and only to the location where the order for same was originally delivered by ARA Manufacture to the Customer.

The warranty does not include installation and removal costs, transportation /freighting /handling costs of the product to or from the site to the nearest capital city premises of the Customer or loss or damage of any kind whatsoever whether incidental, consequential or otherwise.

This warranty does not cover replacement of any product parts due to normal wear and tear. ARA Manufacture does not accept liability for any direct or consequential damage, loss or other expense rising from misuse or incorrect installation and operation of the product or occurring during or associated with transit following the transfer of risk of the product to the Customer by ARA Manufacture.

Under the warranty ARA Manufacture requires that any product in respect of which the Customer seeks warranty cover be returned by the customer to the nearest capital city location premises of the Customer and to advise ARA Manufacture in writing of such warranty claim. ARA Manufacture will then arrange for the product to be inspected and thereafter repaired or replaced (at the option of ARA Manufacture) if found to be defective within the scope of this warranty.

In the event that the Customer must in the interim maintain security of the building, then a replacement product may be purchased by the Customer from ARA Manufacture and installed at the site concerned while the product (which is the subject of the warranty claim) is returned for inspection by ARA Manufacture or its authorised representative(s).

If the product is deemed by ARA Manufacture to be defective within the scope of this warranty then any replacement product purchased by the Customer from ARA Manufacture will be refunded to or credited in favour of the customer.

Any visible defect in the product supplied by ARA Manufacture to the Customer must be notified in writing to ARA Manufacture immediately or in any event within seven (7) days following the transfer of risk of the product to the Customer by ARA Manufacture and any other defects in the product in respect of which the Customer seeks warranty cover must also be notified in writing to ARA Manufacture within seven (7) days of the Customer first becoming aware of any such defect, and in any event, within twelve (12) months from the date of the transfer of risk.

The warranty hereby provided by ARA Manufacture represents the only liability for which ARA Manufacture shall be responsible, unless otherwise required by law. If any provision or part of this warranty shall be for any reason unlawful invalid or unenforceable, the offending provision or part thereof shall be deleted from the warranty and the warranty shall otherwise remain of full force and effect. The benefits conferred by this warranty are in addition to all implied warranties, other rights and remedies in respect to the product at law.