

Warranty Conditions

Contact Details

To make a claim under this warranty or to discuss the warranty service, under the advice of ACCC, please contact Door City customer support in writing at:

Email Address: info@DoorCity.com.au

Include a Tax Invoice/Order Number, Photo evidence, and a description of your complaint

PART 1

Warranty – Door City Obligations

Door City warrants that each item manufactured and/or supplied by Door City is free from defects in materials workmanship and conforms to the specifications(if any) made known to you by Door City. The warranty period for each item starts on the date of dispatch by Door City and is listed in Part 2.

If Door City agrees, in its absolute discretion, that an item or part of an item is defective in breach of this warranty, Door City will repair the defect or, at its option, replace the item or part of the item. Replacement items or parts of items are supplied unfinished and are warranted for the remainder of the warranty period for the original item.

Door City warrants that any services Door City supplies to you are performed with reasonable care and skill but can not be held liable for any damages to surrounding areas of the installation, e.g., tiles, paint peeling but not limited to these examples.

If Door City agrees, in its absolute discretion, that any services have been performed unsatisfactorily in breach of this warranty, Door City will resupply those services or pay the cost of resupplying them.

Warranty – Your Obligations

As soon as items are delivered, you must inspect them for visible defects and notify Door City of any broken glass within 24 hours of delivery and any other defects apparent on delivery within 24 hours of dispatch by Door City and before the items are fitted, or the first coat of painter's finish is applied.

You must preserve as far as possible for Door City's inspection items that you claim do not comply with the Door City warranty and return those items to Door City promptly at no cost.

If you have opted to have a Timber or Composite door, door jamb, architraves, quads, and sill, or any other timber-related products installed raw by Door City or Supplied to you Raw for you to install, you must seal the door and all door components, before painting or staining on all faces or sides, top and bottom, left and right, front and back, edges and corners with at least two coats of sealing paint or varnish within 24 hours of installation by Door city or pickup of products from our showroom to prevent undue absorption of moisture. Stain, Primer, and undercoats are not acceptable as sealing coats.

Paint/Stain in Light Reflective Colours only, 60% plus LRV value. Check the Light Reflectance Value, or LRV, with your paint/Stain manufacturer to reduce the risk of heat absorption, which may cause warping and cracking. Painting/Staining with Dark Colours will void your warranty.

You must carry out regular maintenance on the items. In particular, you must inspect exterior doors directly exposed to weather regularly and refinish them as necessary to minimize deterioration.

You must not repair or replace any item without the prior written consent of Door City; otherwise, Door City will not be liable to reimburse you.

PROTECTION OF YOUR DOOR FROM THE WEATHER-

Overhead coverage terms and conditions:

In the Australian climate, timber doors should have the following coverage to be protected from the weather.

In South & East facing doors, the overhead protection should equal ½ the door height.

In North & West facing doors, the overhead protection should be equal to the height of the door.

Door City can not be held liable if the Goods supplied are not protected sufficiently.

Always store your door/s in a dry-covered building, not in wet, exposed, or freshly plastered areas where moisture can reach the door. Your doors should be stored flat, off the ground/floor.

Entrance doors must be installed in weather-protected openings to reduce the effects of weather exposure. The warranty will not cover doors that are fully exposed to the weather. Refer to the Overhead Protection information above.

CLEANING YOUR DOOR-

You should avoid getting your doors wet, even after finishing/sealing.

Wipe your front door down with a damp cloth. Do not use harsh chemicals or detergents on your door.

Never hose your front door down or get your door wet.

REGULAR INSPECTIONS-

We recommend that you regularly inspect your door for any paint or stain breakdown and pay special attention to possible paint/ stain breakdowns around glass openings and joints. Once the paint system has begun to break down, you should re-finish your door.

All stained doors must be re-finished every 12 months; otherwise, the full warranty will be VOID.

Product(s) Damaged in Transit or at the pick-up point

If the goods are collected at Door City's premises, the customer agrees and understands that all the goods are to be inspected in FULL, i.e., all sides, tops, and bottoms of products, designs, lines, etc. Any defects or damage, or missing items must have been reported at the time of the collection of goods before departure from the supplier premises; the customer agrees and understands that the supplier cannot be held liable for any damages or missing items after collection because all the risks and rewards of the product have passed to the customer when the customer departs from the premises of the supplier. The customer also understands and agrees that timber products must be handled carefully and can be easily damaged while loading, transporting, and offloading.

If the goods are collected at the premises of Door City, the customer agrees and understands that the supplier cannot be held responsible for any damage to customer property whatsoever that is including but not limited to goods, vehicles, or trailers when the customer is helped by personnel of the supplier to load goods. It is the customer's responsibility to ensure they have the correct vehicle, materials, straps, manpower, and knowledge to load, strap, and transport goods safely. The supplier is only assisting and under no obligation to do so.

The customer agrees and understands that the customer will be held liable for any damage caused by the customer to the supplier, including but not limited to goods, premises, and vehicles.

If any Product(s) are delivered damaged, please contact us at info@DoorCity.com.au within 24 hours of delivery; the customer understands that all goods need to be inspected in FULL, i.e., all sides tops, and bottoms of products, designs, lines, etc. Any defects, damage, or missing items must have been reported within 24 hours.

Door City will arrange to have the damaged Product(s) returned to a Door City Store and either arrange for a replacement of the Product(s) or refund the price to you. Damaged Product(s) must be returned in the condition received by you with all original packaging, accessories, and/or manuals.

Limitation of Liability

Subject to clause 3.2, clause 1 sets out the full extent of Door City's obligations and liability to you concerning the items and services supplied to you and all other liabilities, warranties, conditions, or terms, whether express or implied by statute or general law, are expressly excluded.

Door City does not exclude, restrict or modify any statutory right you have or statutory liability of Door City which cannot be excluded, restricted, or modified or which cannot be excluded, restricted, or modified except to a limited extent, including rights and liabilities of Australian Consumer Law as contained under the Competition and Consumer Act 2010(Cth) or corresponding State legislation. However, where such statutory rights and liabilities apply, to the extent to which Door City is entitled to limit its liability or your rights, your rights and Door City's liability are limited at Door City's option to:

In the case of goods, any one or more of the following

The replacement of the goods or supply of the equivalent goods.

The repair of the goods.

The payment of the cost of replacing the goods or of acquiring equivalent goods.

The payment of the cost of having the goods repaired.

In the case of services:

The supplying of the services again.

The payment of the cost of having the services supplied again.

Door City does not warrant that the items are fit for any particular purpose or intended use, and you must satisfy yourself that the items are so fit.

Door City will not be liable under the Door City warranty unless you satisfy Door City that you have complied with the obligations set out and any instructions of Door City relating to the items or services.

Door City accepts no liability for damage to any item fitted or stored in damp, moist, or freshly plastered areas.

As variations in color, grain, and texture are characteristics of timber, they are not considered to be defects, and Door City accepts no liability for color or grain matching.

As minor shrinkage and swelling of components, and in particular raised panels, are characteristics of wood, they are not considered defects, and Door City accepts no liability for them.

As minor shrinkage and swelling of components that may cause a door installation to be tight are characteristics of wood, especially in damp rainy conditions, they are not considered defects, and Door City accepts no liability for them.

Door City accepts no liability for any warp which does not exceed 5mm for doors up to 2100 x 920mm wide, 6mm for doors over 2100 x 920mm and up to 2340 x 920mm, and 8mm for doors up to 2340 x 1200mm, being the minimums to be considered a defect under the Australian Standards. The term warp refers to distortion within the door itself and not in relation to the jambs or frame on which it is hung. The Door City warranty does not apply to claims for warp where the door is not hung properly, does not swing freely, or for an external door painted/stained in a dark color.

Where under the Door City warranty, an item is to be replaced or repaired, the liability of Door City will be limited to replacement with an unfinished equivalent item or repair to an unfinished state.

To the extent permitted by law and subject only to any express exceptions contained in the Door City Warranty, Door City will not be liable for physical or financial injury, loss, or damage or for consequential loss or damage of any kind arising out of the supply, assembly, installation or operation of the items or the supply of the services or arising out of negligence by Door City or in any way whatsoever.

Natural variations in the color and texture of the timber are not to be considered defects. The timber and veneers used in doors are a natural products that will have significant variation in colour and grain pattern.

Doors in excess of 2438mm high or 1219mm wide are not covered by warranty against bow or twist.

All solid construction doors must be hung with 3 x 89mm hinges.

Doors must be accorded reasonable treatment by the purchaser and should be stored or hung in dry buildings, not in damp, moist or freshly plastered areas where the moisture content of the skins may increase abnormally leading to the development of warp.

The utility or structural strength must not be impaired in the fitting of the door, the application of hardware or cutting and altering the door for lights, louvres, panels or any other special details.

Normal show through of frame and core components in flush doors is not to be considered a defect.

Immediately after fitting and before hanging, the entire door including the top and bottom edges must receive two coats of undercoat and two coats of paint. Enamel colour must be used on entrance doors, acrylic may be used on internals only. If staining, exterior grade varnish or sealer must be used to prevent undue absorption or moisture which may cause warping to occur. Exterior finishes must be used on exterior doors.

Doors exposed to direct sunlight must be finished with light reflective colours to reduce the drying effect of sunlight on the door surface, which may cause warping to occur. Honeycomb core doors should only be painted with flat, semi-gloss or satin finishes.

2. MEANING OF WARP

Warp means the cupping or twisting of doors. It refers to distortion within the door itself and not its relationship to jambs or the frame in which it is hung. Therefore warp exceeding the tolerances noted in paragraph 1 above will be considered a defect only:

1. when the cupping is determined by applying a straight-edge to the concave face of the door, or
2. when twisting is determined by placing the door face against a true plane surface.

The warranty against warp does not apply to the following:

1. doors with face veneers of different species as this may lead to varying moisture content in each skin causing warping to occur.
2. doors that are improperly hung or do not swing freely.
3. External doors painted in colours so dark as to allow the exposed face to lose moisture through the absorption of heat energy.

Experience demonstrates that when warp occurs after delivery, it is usually due to improper storage or adverse moisture conditions after handling, not to faulty manufacture. The manufacturer will accept no responsibility for the development of warp when the moisture content of the timber falls below 12% or exceeds 18%. Obviously, the manufacturer cannot assume responsibility for conditions wholly beyond its control. The manufacturer should, however, be consulted promptly if excessive warping occurs to assist in overcoming the difficulty.

PART 2

Doors

Doors 2-year structural warranty refer to maintenance section.

12 Months Warranty on Moving Parts (Excluding Misuse that has not resulted from the Manufacturing Process)

Broken Glass – No Warranty unless reported within 24 hours of Installation

If faults on moving parts are reported after the 12 Month Warranty period, a service fee of \$110 will be applicable + the cost of the parts needed.

Fittings

Tracks 1years

Timber Framing 1years

Glass No warranty

(Unless reported within 24 hours of delivery)

Door Furniture 1years

Locks

12 Months

This warranty applies to defects that have arisen from faulty materials or workmanship in the product and do not apply as a result of the following:

Accidental damage, malicious damage, and misuse.

Damage or deterioration of the finish as a result of harsh or adverse weather conditions. (Including environments such as coastal locations and where large fluctuations of temperatures are evident)

Deterioration of the internal locking mechanism and external finish due to fair wear and tear.

Services

Labour Component of Fitting 3Months.

This includes the fitment of all items to the door installation, e.g., weather strips, allowable gaps, and hardware. These defects will normally be immediately apparent.

A Service Call fee of \$110 will apply if the work required is outside of the warranty terms & conditions.

Staining 12Months

(limited depending on conditions door is exposed to)

CANCELLATION OF ORDER

As Door City starts processing your order promptly after you place it, a cancellation of the whole or part of your order will cause a loss to Door City.

Because of this, if you cancel the whole or part of your order for any reason that is not based on a statutory right or a warranty claim, Door City reserves the right to deduct from any refund or credit due to you 25% of the price of the canceled part of the order.

Door City will accept such a cancellation only if you notify Door City before manufacturing commences.

PART 3

Requirements for making a claim

To make a warranty claim under this Warranty, the Purchaser must:

- 1.) Notify Door City within seven days of the alleged defect first coming to the Purchaser's attention within the warranty period.
- 2.) Provide Door City with all information required, including the order number, photos of the alleged defect, and reasonable evidence of the proof of purchase. The original sales invoice is the Purchaser's best proof of purchase.
- 3.) Provide evidence that the Product has been installed correctly and is used in accordance with the Door City's instructions supplied with the Goods referring to the Terms & Conditions of sale; and
- 4.) Make the Product available for inspection by Door City (which is at the Purchaser's cost) so that Door City may carry out all necessary work with the Product.

Consumer Law Rights

The benefits given to the Purchaser in this Warranty are in addition to other rights and remedies under a law in relation to the Goods or services to which this Warranty applies.

The following statement applies if the supply of the Goods to the purchaser is a consumer sale as defined in the Australian Consumer Law. In this statement, 'Our' means 'Door City,' 'You' means the 'Purchaser,' and 'goods' means 'Goods': Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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Include a Tax Invoice/Order Number, Photo evidence, and a description of your complaint

Refund & Returns Policy

Introduction

At Door City, we want our customers to be completely satisfied with their purchases.

We, therefore, recommend you read our Refund and Returns Policy before you purchase from Door City so you are familiar with our policy on refunds and returns and your rights under Australian Consumer Law.

We also recommend you immediately inspect any Product(s) that we deliver to you to ensure you are completely satisfied with the Product(s), including that the Product(s) are of acceptable quality and match the description we have provided to you.

If you have any questions about this policy, please contact us at info@DoorCity.com.au.

About our Refund & Returns Policy

This is the Refund and Return Policy of Door City and applies when you make a purchase.

Change of Mind

Subject to “cancellation of orders,” please choose carefully as refunds are not normally provided where you have simply changed your mind, made a wrong selection, or simply found the Product(s) cheaper elsewhere.

We recommend you carefully preview any orders before adding them to your shopping cart and proceeding with your order.

Cancellation of Order

As Door City starts processing your order promptly after you place it, a cancellation of the whole or part of your order will cause a loss to Door City.

Door City will accept cancellation only if you notify Door City before manufacturing commences.

If you cancel the whole or part of your order for any reason that is not based on a statutory right (such as the Consumer Guarantees) or warranty claim, Door City reserves the right to deduct from any refund or credit due to you an amount equivalent to twenty-five percent (25%) of the price of the canceled order.

Delivery Charges

Where Door City considers the Product(s) to have breached a consumer guarantee, any shipping costs to return the Product(s) to Door City will be at Door City's cost.