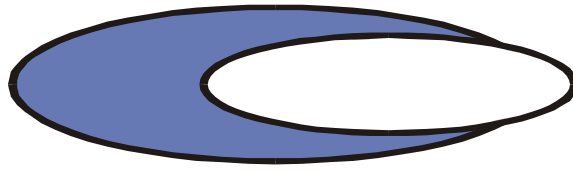


CREATE JOINERY



Warranty

Thank you for selecting Create Joinery. Your Windows and Doors are built according to your specifications, with careful craftsmanship and attention to detail. We are committed to bringing you the products of the highest quality and value. We are just as committed to standing behind our products, with quick responsive service and a comprehensive warranty.

Terms and Conditions of Warranty

The warranty is valid for ten (10) years from the date of original purchase. The warranty of replacement products will be limited to the remainder of the original warranty period.

The Products are warranted to be free from defects in manufacturing, materials and workmanship. If such a defect appears during the term of this warranty, Create Joinery will, at its option (1) repair the defective product, (2) replace the defective materials or (3) refund your purchase price. If replacement is elected Create Joinery will not be responsible for installation or refinishing of replacement parts.

The glass will comply with Glass and Glazing Federation visual quality standards and the seals on the double glazed units will be free from failure if fitted in accordance with company procedure for a period of ten (10) years. "failure" meaning failure of the insulation glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the air space.

No other glass defect or phenomena are covered by this warranty.

The hinge systems and handles are warranted for a minimum period of five (5) years to be free from functional failure. Some systems are considerably longer than this - please refer to the Hardware Manufacturers warranty and maintenance guidelines. Surface finishes for handles and catches are not covered by this warranty.

Surface treatment warranties are according to the system and the paint manufacturer. These are subject to regular maintenance inspections of at least yearly intervals being undertaken by the Customer. Coating system durability is a function of many factors, which can make lifetime projections difficult. Please note that opaque finishes outperform the translucent finishes by a factor of 2-3.

Warranties exclude natural resin exudation, leaching and movement around knots and joints.

All warranties are subject to environmental conditions of the site, location and adherence to the care and maintenance procedures stated in the manufacturers literature.

It is not recommended that early fitting of finish joinery occurs during building projects.

The severity of site conditions could cause surface blemishes - discoloration and knocks as well as timber movement. As such we cannot be held responsible for damage caused as a result of this.

Please refer to Trada literature with regard to suitability and characteristics of timber for proposed use.

Claims under these warranties must be made within 60 days of appearance of a defect.

Any remedial work not completed by Create Joinery must be approved by us and completed to an appropriate standard by a competent contractor. Such contractor must provide a written quote for the repairs and the contractor and quote must be approved in writing by us before any repairs take place. Such approval shall not be unreasonably withheld.

Exclusions

Create Joinery build its Windows and Doors to be durable and long lasting. There are certain conditions or applications, however, over which we have no control. Defects or problems as a result of such conditions or applications are not the responsibility of Create Joinery. They include:

- *Improper installation, field finishing or maintenance
- *Corrosion, wear or failure of standard hardware in seacoast applications
- *Normal wear or discolouration of finishes, including tarnishing of brass
- *Any misuse, modification or alteration
- *Cracks, shakes and movement of incorrectly treated Joinery
- *Variation in the colour and grain of natural wood parts
- *Environmental conditions or use exceeding design standards
- *Special glass or glazing
- *Electric operators (please see manufacturers warranty)
- *Warpage of 6mm or less of stiles and rails
- *Minor glass imperfections that do not affect normal vision or product performance, including curvature of glass due to atmospheric conditions
- *Condensation or frost on exposed surfaces

We shall in no event be liable for any consequential or incidental damages of any kind.
This warranty gives you specific legal rights and you may have other rights.

The foregoing warranty is in lieu of all other warranties, express or implied, and no person (including any employee, Agent, Dealer or Representative) is authorised to make any representation or warranty concerning this product, except to refer purchasers to this warranty.

This is not a warranty of future performance but only to repair/ replace or refund.