



LIMITED WARRANTY & CARE GUIDE

1. Definitions

ACL means Australian Consumer Law

Agreement means these Terms and Conditions of Trade.

Company/Seller means **KINGS SECURITY DOORS ABN 71153024447**, its successors and assignees or any person acting on behalf of and with the authority of **KINGS SECURITY DOORS ABN 71153024447**.

Customer/Client means the person/s engaging the services as specified in any Agreement, Invoice, Purchase Order or Quotation, and if there is more than one Customer is a reference to each Customer jointly and severally. This includes the executors, administrators, successors and permitted assignees of that person or company;

Goods means all Goods or Services supplied by the Company to the Customer at the Customer's request from time to time in accordance with this Agreement (where the context so permits the terms 'Goods' or 'Services' shall be interchangeable for the other);

Installation means the installation of the Goods at the delivery site requested by the Client;

Price means the Price payable for the Goods as agreed between the Seller and the Client in accordance with clause 5 below.

Purchase Order means any order or request made by the Client for the supply by the Seller of Goods and/or services in any form and includes an oral request for the supply of goods, or an invoice, proposal or quote provided by the Seller at the Client's request;

Service means all services supplied by the Seller to the client in relation to the goods.

2. Sole Terms

2.1 This is a standard warranty ("Warranty") of all goods and services supplied by KINGS Security Doors (ABN 71 153 024 447) of 17 Airds Road Minto NSW ("KINGS").

2.2 This warranty sets out what the Customer must do to entitle the Customer to claim the warranty and what KINGS must do so that the warranty is honored.

2.3 KINGS Security Doors is the manufacturer and warrantor of this product.

2.4 This warranty is in force from 17 June 2019

3. Australian Consumer Law

3.1 Subject to the Australian Consumer Law (contained in a schedule to the *Competition and Consumer Act 2010*), our goods come with warranties against defects that cannot be excluded. You are entitled to a replacement or refund for major failure and for compensation for any other foreseeable loss. If the goods fail to be of acceptable quality, you are therefore entitled to a refund.

3.2 This limited warranty is given in addition to the statutory warranties under the Australian Consumer Law which apply to all consumer transactions.

4. Application

4.1 This warranty applies to:

a) The sale of Goods and/or services to a consumer as defined by the Australian Consumer Law.

b) The sale of Goods and/or services if a kind ordinarily acquired for personal, domestic or household use within Australia.

5. Warranty Term and Coverage

5.1 KINGS warrant to the owner of our Security Doors and Window Grilles that they are free from defects in workmanship and material under conditions of normal use for a period of 24 months from the date of installation.

5.2 This limited warranty excludes any accessory items fitted to the door or window. These items: such as locks, handles, hinges, door closers etc are covered by a three-month warranty period.

5.3 This limited warranty is not transferrable and is limited to the repair or replacement of the product found to be defective by KINGS.

5.4 Warranty start date in the case of services, the date of completion of the installation. Warranty start date in the case of Goods, the date of delivery of the goods to you.

PRODUCT	MANUFACTURERS WARRANTY	INSTALLATION WARRANTY	EXCLUSIONS
STEEL PRODUCTS			
	2-year warranty	2-year warranty	Hardware and accessories, fly screen, DVA Vision Mesh and Supa Vision Mesh
SCREENSHIELD X PRODUCTS			
ScreenShieldX 316	15-year warranty	2-year warranty	
ScreenShieldX 304	10-year warranty	2-year warranty	
Aluminium frame and mesh	10- & 15-year warranty	2-year warranty	
Accessories which include hardware locks and handles, bug strips, door closers, hinges and extension frames	3-month warranty		
ALUMINIUM SLATS			
	7-year warranty	2-year warranty	Hardware and accessories

5. Warranty Options

5.1 The parties acknowledge that this warranty is limited to the repair or replace of the product found to be defective from KINGS.

6. Conditions and Exclusions

6.1 Under this warranty KINGS shall not be liable or responsible for incidental or consequential damages, or any other direct or indirect damage, loss, cost, expense or fee

6.2 The purchaser must pay for all expenses related to making a claim under this warranty.

6.3 Subject to any statutory rights the owner may have which may not be modified or excluded, this warranty does not apply to any damage due to matters outside the control of KINGS, including owner servicing, failure of the owner to follow the care and maintenance advice set out above, accident, abuse, fire, alteration of the product in any way, an act of God, failure to abide by any product warnings, or any parts or labour used to replace any parts covered under this warranty.

6.4 This warranty does not cover the following:

a) Fair Wear and Tear;

b) Defects caused by misuse, abuse, accident, or neglect by the customer;

c) Defects caused by Force Majeure event;

d) Your failure to install, care, store and maintain the goods in accordance with the Manufacturer's instructions;

e) Modification, alteration or repaired of goods not authorised by KINGS;

f) Any defects or allowances permitted in accordance with Australian Standards;

g) Unless expressly stated otherwise, any abnormal stress imposed on the goods due to coastal conditions, salt spray, corrosive chemical, vibrations, humidity or other location-related factors.

7. Installation, care and Product Maintenance

7.1 You must follow the manufacturers instructions applicable to the Goods and Services the subject of this warranty.

- 7.2 In order to prolong the life of our security products and to maintain your rights under this limited warranty, you should follow the care and maintenance advice.
 7.3 We note that different products come with our own warranty guarantees

8. How to Make a Claim

- 8.1 To make a claim under this Warranty, you must adhere to the following procedure:
- a) Within thirty (30) days of the defect arising, you must notify us of the defect in writing.
 - b) The notification must include:
 - i. Your full name, address and telephone number;
 - ii. Your original proof of purchase and item(s) the subject of the defect or the claim;
 - iii. A written description of the defect;
 - iv. If possible, a photograph of the defect;
 - v. A written assurance that the goods have not been damaged, incorrectly assembled, installed, negligently treated or misused.
 - c) The notification must be made to **KINGS SECURITY DOORS at 17 Airds Road Minto NSW or 1300 949 399**
 - d) Following receipt of a notification, we will contact you to inspect the goods and determine the claim in a timely manner between the hours of 9am to 5pm Monday – Friday.
 - e) For the purposes of determining the claim, you acknowledge that KINGS retains the right to reasonably determine whether you have followed the Australian Standards, Manufacturers instruction and maintenance advice provided for the goods and services which are the subject of the claim.

CARE GUIDE

Thank you for choosing KINGS SECURITY DOORS.

Please follow these simple care instructions to ensure your products continue to work and look new for years.
 If you have any concerns regarding your purchase, please make contact us on **1300 949 399** with your original proof of purchase and original warranty.
 The maintenance period for our products will vary and is dependable on the environmental elements.
 Proper care in line with this schedule is essential and a failure to comply with the recommended care guide will void the KINGS Security Doors manufacturer’s warranty.
 To maintain your rights as stated within this limited Warranty, this care guide **must** be followed.

The table below explains how to care for your KINGS Security Products and the frequency required depending on your environment and location:

Environment	Description	Cleaning Interval
Mild	Rural, away from the coast and remote from industry and urban activity	Every Six (6) months
Moderate	Urban, inland and away from heavy industry	Every Three (3) months
Tropical/Severe	Coastal/marine subject to salt deposition and within 15km of the Eastern Coast, or 10 km of the Western Coast	Every Two (2) to Four (4) Weeks
Severe Tropical	Within 500m of beachfront or within 100m of a sheltered bay.	Every One (1) to Two (2) weeks

CLEANING YOR KINGS SECURITY PRODUCTS

Your KINGS Security Products should only ever be cleaned with the following:

- 1) Soft Bristled brush using warm mains water and a mild detergent;
- 2) Rinse well to remove any residue;
- 3) Only mains water is to be used;
- 4) Water that is recycles, bore or tank water is **unacceptable** and may lead to detrimental corrosion effects;
- 5) Strong detergents must never be used to clean your KINGS Security Products as they match scratch, damage the surface;
- 6) Please take care to avoid excessive amounts of water entering the main lock and auxiliary 3-point locks; and
- 7) When cleaning the main lock only use the periodic lubrication and auxiliary components should only ever be done using graphite powder as liquid or aerosol lubricants can cause damage to the locking system.