



Warranty (Section 5 as per Balustrading WA Pty Ltd Terms & Conditions)

All new products sold by Balustrading WA (from here on known as BWA) are covered by our warranty.

Any claim for warranty must be in writing and submitted to BWA with original purchase details including proof of purchase, invoice number, purchase date, product details, product location and defect specified.

5.1 Subject to the conditions of warranty set out in Clause 5.2, 5.3 & 5.4 BWA warrants the Customer that the product is free from manufacturing defects for a period of 6 years. If a product with a manufacturing defect becomes apparent and is reported to BWA within 6 years of the date of installation (time being of the essence) then BWA will either (at our discretion) repair the defect or replace the product. BWA warrant that the installation is to industry standards. Installation is warranted for 12mths only. The installation warranty is for labour only.

The conditions applicable to the warranty are:

The warranty will not cover any defect or damage which may be caused or partly caused by or arise through –

1. Failure on the part of the customer to properly maintain any goods as per the BWA Product Maintenance Guidelines
2. Failure on the part of the customer to follow any instructions provided by BWA
3. Any use of any good other than for any application specified on a quote or order form
4. Fair wear and tear
5. Damage or deterioration caused by impact, accident or misuse
6. Deterioration of the substrate through concrete cancer, rotting, oxidization or rusting
7. Attack from chemical agents, fumes, liquids or solids
8. Aesthetic surface corrosion including oxidization, tea staining on products
9. Issues related to subsequent product removal/re-installation or modifications by others
10. Act of Mother Nature.

The warranty shall cease and BWA shall not be liable under the terms of the warranty if the product is repaired or altered without BWA consent.

BWA shall not be liable for any costs related to a delay in either replacing or repairing the goods, workmanship or in properly assessing the clients claim.

Injury to persons, damage to property, loss of income, profit of business, or any other indirect loss arising from or caused in any way by the defective product.

Warranty is non-transferable.

5.2 For products not manufactured by BWA, the warranty shall be the current Warranty provided by the manufacturer.

5.3 Powder Coating of Aluminium as per the Warranty supplied by the Powder Coater, ranging from 10 – 20 years (depending on the powder coat product and whether it is a commercial or residential application).

Note: Powder coating must be maintained as per the “Interpon (Aluminium Powdercoat) Care & Maintenance” or the warranty will be voided.

5.4 By its nature, there is NO Warranty on Glass.

Installation and material blemish faults must be reported in writing within 5 working days of installation.

Commercial Project specific warranties on application.

For further Warranties and Maintenance advice please refer to

balustradingwa.com.au