

WARRANTY



When you purchase a Larnec product, you have the peace of mind of knowing that your product is covered by Larnec's Standard Warranty. Our products are proudly Australian made & owned and guaranteed by Larnec to be free of material and manufacturing defects and to perform under normal conditions for the periods set out below.

Effective: 1 March 2023

If you have agreed to our [terms and conditions](#), Larnec provides you with the following warranty terms and conditions for all goods supplied by Larnec to you. Our terms and conditions are hereby incorporated by reference. This warranty is in addition to other rights and remedies you may have under the Australian Consumer Law. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any law or statute applicable to the supply of goods.

WARRANTY

Our goods come with each warranty outlined in the below table:

PRODUCT	TERM	EFFECTIVE DATE	COVERAGE
Door and Jamb Set	2 Years	The date of delivery	All goods shall be free of defects arising from faulty workmanship or materials
Frames			
Vents			
Hatches			
Hardware	As per Manufacturers guidelines		Componentry of goods which have the ability to move, including but not limited to: rollers, pivots, hinges, bearings, pulleys, locks, cords, operating mechanisms (handles, motors and seals) and other like components

This warranty is not transferrable and does not cover:

- ▶ any defect caused by negligent and/ or improper use of the goods, including but not limited to where goods have not been installed in accordance with relevant Australian Standards and standard building practices;
- ▶ changes caused by normal wear and tear;
- ▶ any defect caused by lack of and/or erroneous maintenance or breach of any manufacturer instructions applicable to the goods. Please see detailed care instructions supplied to you in schedule 2 of our terms and conditions; or
- ▶ any damage due to accident or force.

ADDITIONAL TERMS AND PROCEDURE TO MAKE A WARRANTY CLAIM

1. If there are any faults with your purchase on receipt of the goods, you must let us know in writing within 14 days of the goods being delivered to you. You must otherwise notify us in writing of any defect within 7 days of the defect arising.
2. You acknowledge that if Larnec determines that there are any defects with your purchase, Larnec may, at its sole discretion, choose one of the following options:
 - (a) repair the goods;
 - (a) replace the goods or supply the equivalent goods;
 - (b) pay the cost of replacing or acquiring an equivalent product;
 - (c) pay the cost of having the product repaired; or
 - (d) refund the original invoice value paid by you for the goods.
3. To make a valid claim, please address your claim to Larnec at 1 Shepherd Road, Swan Hill 3585 and email your claim to us at warranty@larnec.com.au. Your claim must include the following details:
 - (a) your full name, address, telephone number and email address;
 - (b) your original proof of purchase of the item(s) the subject of the claim;
 - (c) a written description of the defect;
 - (d) where possible, a photograph of the defect; and
 - (e) a written and signed assurance that the goods have not been deliberately or carelessly damaged, incorrectly assembled, installed or operated, negligently treated or misused.
4. Following receipt of a valid claim, we will contact you in a timely manner and arrange for the goods to be inspected. You agree to make the goods available for inspection by us between 9am – 5pm, Monday to Friday.
5. You acknowledge and agree to bear all costs and expenses associated with making any claim under this warranty.
6. For the purposes of determining if your claim is valid, you acknowledge and agree that we retain the right to determine (in our sole discretion) whether you have followed our care instructions, the Australian Standards and/or any relevant manufacturer's instructions or any other instructions provided for the goods.



Larnec Group

20 Mallett Road, Tullamarine, Victoria. 3043
1-3 Shepherd Road, Swan Hill, Victoria. 3585

1800 527 632
www.larnec.com.au

MAKE SURE IT'S A LARNEC DOOR.