



Warranty Information Sheet

| <i>Product</i> | <i>Guarantee / Warranty</i> |
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| <p>SecureView Doors and Windows</p> <p>Stainless Steel Mesh and Aluminum Frame</p> | <p>11 year supplier warranty</p> <p>Warranty to be submitted online at: www.commandex.com.au/product-warranty/</p> |
| <p>Xceed Doors and Windows</p> <p>Perforated Aluminum Mesh and Frame</p> | <p>7 year supplier warranty</p> <p>Warranty to be submitted online at: www.commandex.com.au/product-warranty/</p> |
| <p>Flyscreens</p> | <p>Not under Warranty</p> <p>Covered under Australian Consumer Law which means - at the time of install, flyscreens' must be of acceptable quality with no faults, they must look acceptable and have no holes that would allow a standard house fly to enter through. As flyscreens' are a delicate product, they are NOT regarded as a long lasting solution.</p> <p>SP Screens flyscreens' are not covered under any additional warranty and SP Screens is not deemed responsible for flyscreens' that have been ripped, torn or pushed out after installation date.</p> <p>www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees</p> |
| <p>Diamond Grille Products</p> | <p>1 year supplier warranty</p> <p>Includes Diamond Grille Frame and Lock. Excludes flyscreen mesh</p> |
| <p>Smooth Retractable Screens</p> | <p>7 year supplier warranty against product defects. Warranty T&Cs and form is provided at time of installation. Warranty is only valid once the warranty form is completed, signed by the installer and returned within 21 days of installation date.</p> |

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| Pleated Retractable Screens | <p>5 year supplier warranty against product defects. Warranty T&Cs and form is provided at time of installation. Warranty is only valid once the warranty form is completed, signed by the installer and returned within 21 days of installation date.</p> |
| Xcell Slats and Gates | <p>11 year supplier warranty</p> <p>Warranty to be submitted online at: http://www.commandex.com.au/product-warranty/</p> <p><i>Note:</i> Xcell aluminium slats have been treated with a powder coat finish providing a high resistance to scratching and protecting against normal weather conditions. However Xcell is not warranted against fading or colour change due to normal weather conditions that will cause any coloured surface to fade gradually.</p> |
| Powder coating on aluminium frames | <p>7 year warranty on defects such as bubbling or peeling of power coat.</p> <p><i>Note:</i> SP Screens Aluminium door and window frames have been treated with a powder coat finish providing a high resistance to scratching and protecting against normal weather conditions. However, frames are not warranted against fading or colour change due to normal weather conditions that will cause any colour surface to fade gradually.</p> <p>www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees</p> |
| Installation | <p>Not under Warranty</p> <p>Covered under Australian Consumer Law which means our installers will take acceptable care to avoid loss and damage; will install a screen which is fit for the purpose it is intended and will be delivered within a reasonable time.</p> <p>www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees</p> |



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