



**DIY EASYFIT  
SHUTTERS**  
PERFECT STYLE, EASY FIT

 [info@diyeasyfitshutters.com.au](mailto:info@diyeasyfitshutters.com.au)

 [diyeasyfitshutters.com.au](http://diyeasyfitshutters.com.au)

## **PRODUCT WARRANTY & COATING WARRANTY**

We warrant the shutter profile components in the product which is distributed by DIY Easyfit Shutters (“the Distributor”). This product comprises the shutters poly-resin profiles is warranted for a period of 25 years from the date of installation of the shutters against decomposition provided that the product is installed internally (“the Product Warranty”).

A separate warranty is given by the Distributor for a period of 10 years for the coating on the product. The Coating Warranty is a warranty that the coating shall not have an imperfection visible to the naked eye in sunlight at 1.5 metres (other than minor colour variations which may occur between samples supplied). No warranty is given as to the installation or the manner of application or fixing.

All hardware that is supplied with the shutters (ie. hinges, tracking & locks) is warranted for 2 years.

The Product Warranty, Coating Warranty, and Hardware Warranty are together referred to as the Warranties.

The Warranties apply only when the shutters are installed internally in accordance with the Distributor’s instructions and are used for the intended purposes for which the shutters have been manufactured.

The Warranties are not transferable and are only available to the customer to whom the invoice is addressed.

## **LIGHT BLOCKS IN PLANTATION SHUTTERS**

There is a tolerance in manufacturing shutters that allows for small variations in light gaps between plantation shutter blades.

Plantation shutters are not designed to and should never be sold as a complete block out product. Therefore, they should not be judged as such.



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## WARRANTY COMMENCEMENT CONDITION

The warranty coverage commences from the date of delivery.

## WARRANTY EXCLUSION

The Product Warranty and the Coating Warranty do not cover:

- Defects due to any contamination or pollution due to surface dirt or staining.
- Any unreasonable or unusual use of a failure to carry out normal maintenance and cleaning.
- Any damage caused by damage to the building or other events or other acts of God, accidents, or intentional damage.
- Misuse of any kind including oversize panels, faulty assembly, faulty handling, or faulty installation.
- Any modification or repair to a shutter panel or frame.
- Use of silicon-based sprays or abrasive cleaning agents on the product.

## MAKING A CLAIM

Should a customer wish to make a claim with respect to either warranty, the customer must notify the Distributor via email:  
[support@diyeasyfitshutters.com.au](mailto:support@diyeasyfitshutters.com.au).

The notice should include:

- *Email Subject Line:* WARRANTY Claim - [Order Number]
- The name and address on the order.
- The date the order was received.
- A brief description of the defect for which the warranty claim is being made.
- Photos and/or videos showing the defect.

Upon receipt of this information the Distributor will cause the product to be inspected and a determination made as to whether the warranty covers the defect advised by the customer.



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## **DISTRIBUTOR'S OBLIGATIONS UNDER THE WARRANTY**

The liability of the Distributor shall be limited, at the option of the Distributor, to one or more of the following:

- The replacement of the product.
- The repair of the product.
- The payment of the cost of replacing the product or the acquiring equivalent product: or
- A refund\* to the customer of the cost paid by the customer for the product.  
(\*Terms and Conditions Apply.)

All other warranties both expressed and implied are explicitly disclaimed. This warranty excludes all liability for consequential or incidental damages for any causes whatsoever.

This warranty is exclusive and in lieu of all other Obligations, Liabilities, or warranties. In no events shall DIY Easyfit Shutters be liable or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense, or fee.

## **WARRANTY & REPAIR**

Warranty and Repair Policy covers the repair or replacement of the product, if found to be defective in materials or workmanship. Warranty is in addition to any other statutory obligations required in the State or Territory of the premises, and supersedes all other warranties, each material type has its own warranty. Please ask if a copy is required.

- We warrant this product is free from defects within the following Acceptable Standard Guidelines
- If a defect is visible with the naked eye in natural daylight at a distance of 1.5 metres, it is not acceptable:
- If a defect is not visible with the naked eye in natural daylight at a distance of 1.5 metres, it is acceptable.



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## WHAT IS DIY EASYFIT SHUTTERS' RESPONSIBILITY?

DIY Easyfit Shutters assures customers that we will repair or replace **at our sole discretion** any parts or items deemed to be suffering from a defect. We, where possible, will repair or replace any product using identical components. If DIY Easyfit Shutters' designs and/or styles have been altered or upgraded, we will replace any components suffering from a defect with a part or product of comparable quality and value.

DIY Easyfit Shutters is not responsible for order installation nor for the installation fees.

## PRODUCT USE

The warranty is ex-factory and restricted to supply only. This warranty is only valid for the original purchaser or first end user and is at the sole discretion of our management. The warranty excludes any shipping, labour or other associated costs with the installation or removal of shutters and all liability for consequential or incidental damages from any cause whatsoever, and does not include:

- Normal wear and tear
- Installation or the manner of application or fixing
- Installation damage to the window(s) or premises
- Misuse or abuse
- Use of the product outside the our specification guidelines
- Use of components not supplied by DIY Easyfit Shutters
- Any alterations made to the original shutter panels as supplied
- Incorrect or insufficient care, cleaning, and maintenance
- Use of silicon-based sprays or abrasive cleaning agents on product
- Fire, flood, or natural disasters; or Acts of God
- Defects due to any contamination or pollution due to surface dirt or staining
- Any unreasonable or unusual use or a failure to carry out normal maintenance and cleaning
- The warranties are not transferrable and are only available to the customer to whom the invoice is addressed.

**NOTE:** The warranty only applies when the shutters are installed internally in accordance with the distributor's instructions and are used for the intended purpose for which the shutters have been manufactured.



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## THE PERIOD IN WHICH THIS WARRANTY APPLIES:

Please note that each material type has its own limited warranty and will be supplied upon request. To review a specific product warranty please email [support@diyeasyfitshutters.com.au](mailto:support@diyeasyfitshutters.com.au)

Paint - 10 years \*

Composition: 25 years \*

All moving parts: 2 years \*, \*\*

\* Terms and Conditions as stated above will apply.

\*\* "Moving Parts" refer to louvres, hinges, pins, and rollers on all materials.