



Warranty, Product Care & Maintenance – Aluminium Trims (“Product”)

Warranty (“Warranty”)

You may have rights under statutory consumer protection laws including the Australian Consumer Law (“ACL”). The disclaimer of warranties and liability limitations set out in the Warranty apply in addition to all other rights and remedies in respect of the product to which you are entitled under the ACL and similar State and Territory laws.

This Warranty is in lieu of all other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose. No employee, salesperson, or representative of DTA Australia Pty Ltd (“DTA”) has any authority to change or modify this Warranty in any way.

What is Covered?

DTA proudly endeavours to deliver your goods free from faulty workmanship or materials. Products supplied by DTA are warranted against failure arising through faulty materials or workmanship for a period of twelve (12) months from the date of invoice.

During this period, any Product which, in the opinion of DTA, is defective as a result of faulty workmanship or materials will be replaced, or repaired (as shall be decided by DTA) free of charge, on a “return to base” basis. This means that DTA will only be liable for the freight charges which relate to the return of the faulty product to the customer.

What is Not Covered?

This Warranty does not extend to the following:

- normal wear and tear of the Product;
- the installation or refinishing of a replacement product;
- damage caused by installation or unstable corrosive environments (such as lime); and
- any other claims arising from incorrect installation or negligence (including misuse, mishandling or incorrect maintenance of the product).

Product selection and suitability for the installation environment is the responsibility of the customer.

Warranty Terms

All claims under this Warranty must be made in writing to the nearest DTA branch and be accompanied by proof of purchase. DTA reserves the right to inspect any product which is alleged to have failed or be defective.

This Warranty shall not apply unless DTA has received payment in full for the products for which the warranty claim is made.

This warranty is given exclusively to the original buyer and is non-transferable.

The Choice of Professionals



Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Exclusions

DTA shall be under no liability to provide or repair, where, in DTA's opinion, a defect in the Product is caused by abnormal conditions of working, accident, misuse or neglect, or where the Product is placed in the hands of any person other than DTA or one of DTA's authorised agents for repair or alteration. Only repairs carried out by DTA personnel or authorised DTA agents are covered by this Warranty.

DTA shall not be liable for any loss or damage sustained in connection with the sale of, or use of, the Product, such as damages for personal injury, loss, claims, property damage, or labor, material or other costs, or any other consequential losses resulting from the handling of the Product (whether special or consequential or otherwise) howsoever caused or arising and whether direct or indirect).

No waiver, modification or alteration of any of the terms of this warranty shall be binding on DTA unless authorized in writing by the Chief Executive Officer, and except for the provisions of this Warranty, there is no representation, warranty, condition, right, remedy, or covenant (written or oral, expressed or implied, statutory or otherwise) given, extended or authorised by DTA with respect to the Product.

If the Product has been used outside the Product Care & Maintenance below and/or any other guidelines ("Guidelines") issued by DTA, and have not been installed and used in accordance with the Guidelines, the Warranty will be deemed invalid. Please refer to the following product care & maintenance for instructions with respect to the installation and maintenance of the Product.

Product Care & Maintenance

Anodised finish Bright/Polished Aluminium

- Always remove excess grout IMMEDIATELY during installation to avoid discolouration.
- Plastic protective coating is to be removed AFTER installation and once excess adhesive and grout has been removed.
- Cleaning should be performed with a sponge and warm water then dried with a chamois or soft cloth. (Abrasive materials and chemicals must not be used during cleaning and may cause damage and discolouration).

Anodised, Powdercoated and Mill finish Aluminium

- Always remove excess grout IMMEDIATELY during installation to avoid discolouration.
- Cleaning should be performed with a sponge and warm water then dried with a chamois or soft cloth. (Abrasive materials and chemicals must not be used during cleaning and may cause damage and discolouration).

Should you wish to offer feedback on any of our products or services, please call 1800 505 045, email sales@dta-aus.com.au or post to 6 Ashley Park Drive, Chelsea Heights, VIC 3196 Australia.

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