



GLASS WHOLESAL

# Serenity™ Low-E Warranty Statement

THE CHOICE IS CLEAR

# WARRANTY

Glass Wholesale Group Pty Ltd, (ACN 645 362 054) hereby provides the **Warranties** in relation to the **Product** subject to the Conditions for the **Warranty Period**.

A reference to “us” or “we” is a reference to Glass Wholesale Group Pty Ltd and “our” and “ours” have the corresponding meaning.

The Warranties are provided solely and exclusively for the benefit of the purchaser of the Product.

## DEFINITIONS

For the purpose of this Warranty Statement the following terms that have their first letter capitalized shall have the following meaning:

“**Product**” means

- **SERENITY™ Low-E**

“**Warranty Period**” means 5 years.

## WARRANTIES

The Product will:

- remain free from visible or visual defects, inclusions or faults which can be seen clearly from a distance of at least 3 metres and which are not within the limits set out in AS/NZS 4667:2000;
- remain free from edge separation or delamination, other than that which occurs within 6mm of the original glass edges;
- conform with the relevant quality, thickness and dimensional requirements of AS 2208:1996;
- not break or crack where the Product is of adequate thickness for the design wind pressures specified in accordance with Australian Standards AS1170 and AS1288;
- bears the permanent identification marking in accordance with AS2208 if it is a toughened version of the Product, unless specifically requested otherwise by the purchaser; and
- where the Product is a laminated product, when fully captively glazed, it will remain free from edge separation or delamination other than that which occurs within 6 mm of the original glass edges.
- conform with the relevant quality, thickness and dimensional requirements of AS 4667: 2000.

## CONDITIONS

The Warranties that are given in relation to a Product may be subject to some or all of the Conditions set out below. The Conditions which apply to the Warranties given in relation to a Product are set out in the Schedule:

- the Warranties only apply to a Product in the size, shape and form supplied by us. That is, the Warranties do not apply to a Product that undergoes subsequent cutting, edge-working, processing or further alteration;
- at the time of delivery the Product was undamaged and free from any defects;
- the Product has not come into contact with wet cement, hard foreign objects, metals and materials likely to cause abrasive damage;

- d. the storage, installation, cleaning and maintenance of the Product is entirely in accordance with our published recommendations and any specific correspondence pertaining to the installation, and the glass components are not damaged in any way before or during installation;
- e. the Product is installed in a manner that prevents prolonged contact with moisture at the glass edge;
- f. the Product is not exposed to chemical fumes or gases other than those present in normal clean atmospheric air;
- g. the Product is not subject to prolonged exposure to water, moisture or radiation of any type, other than normal sunlight;
- h. the Product is protected from, and has not been subject to, temperatures above 70 degrees Celsius;
- i. the Low E coating will not be on the external face of the glass (being that which is exposed to the outside elements);
- j. any sealant used in relation to the glazing of the Product is compatible with the laminated glass interlayer;
- k. the Product is not subject to stresses in excess of the stresses advised by us;
- l. any sealant, adhesives, tapes, or fixing materials used in installation are compatible with the backing paint or any coating that is part of the Product;
- m. the Product has been glazed and installed in accordance with the requirements of AS 1288: 2021.

## REMEDIES

In the event that a Product breaches any of the Warranties, and such failure is caused as a direct result of a defect in the material or manufacture of the Product (a “**Defective Product(s)**”), we will, at our option replace the Defective Product(s) or refund the original invoice value of relating to the Defective Product(s).

The Warranties provided under this Warranty Statement do not exclude, restrict or modify the application of any condition, warranty, guarantee, right or remedy conferred or implied under any provision of any statute including the *Competition and Consumer Act 2010 (Cth)*, as the case may be, where to do so would contravene the relevant statute.

The Warranties are provided in addition to other rights and remedies available in respect of the acquisition of products by a “consumer” (as defined in the *Competition and Consumer Act 2010 (Cth)*).

The following applies in respect of Australian sales to a “Consumer” as set out in the *Competition and Consumer Act 2010 (Cth)*:

*Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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.*

## REPORTING AND VERIFICATION OF BREACH OF WARRANTY

Where a Product is alleged to be in breach of a Warranty, we reserve the right to investigate the alleged breach and whether any of the Condition and Exclusions (as defined below in the paragraph below entitled - “When the Warranties Won’t Apply – Exclusions”), apply. We may require the allegedly Defective Product to be examined in situ to determine the cause of the breach of Warranty and the application of any of the Conditions.

Any alleged breach of an applicable Warranty shall be reported to us immediately. Failure to notify us within seven (7) days shall have the effect of a waiver of the rights to a Remedy.

Products must not be returned without our prior agreement.

We will not be liable or responsible for any costs and expenses (including legal costs and expenses) incurred in making a claim under any of the Warranties.

**For warranty claims or enquiries**, please contact Glass Wholesale Group Pty Ltd at 56 Rushwood Drive, CRAIGIEBURN, VIC, 3064 or call 03 9969 2009, or email [sales@glasswholesale.com.au](mailto:sales@glasswholesale.com.au)

## **EXCLUSIONS - WHEN THE WARRANTIES WON'T APPLY**

The Warranties do not apply where a Product has been used in a manner that is contrary to or not in accordance with any of the Conditions, or the manufacturer's instructions.

Other than the Warranties and in relation to the statutory warranties (that cannot be excluded under The Australian Consumer Law (Schedule 2 of the *Competition and Consumer Act 2010* (Cth)) (and any other law)), we exclude all other express or implied warranties, guarantees, indemnities, representations, liabilities and remedies.

In addition, to the extent we are able to do so at law, we exclude any and all liability for any losses, damages, costs and expenses (including legal costs and expenses) (including consequential loss) where a Product is a good or service other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

## **LIMITATIONS**

The period of warranty in relation to any replacement Product supplied pursuant to a claim under a Warranty shall be limited to the expiration of the Warranty Period for the original Product.

## **GOVERNING LAW**

This Warranty Statement shall be governed and interpreted according to the laws applying in the State of Victoria, Australia.

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