

# Warranty

This is the standard warranty (**Warranty**) of all Goods and Services supplied by Square Mile Industries trading as Steel Window Design and any associated and related companies or businesses and its subsidiaries trading under various business names (all of which are referred to as **SWD, SWD, or Steel Window Design.**).

When any person, firm or company places an order with SWD for the purchase of Goods and Services, they have the peace of mind in knowing that those Goods and Services are covered by SWD's Warranty.

This Warranty sets out what the Customer must do to entitle the Customer to claim the Warranty and what SWD must do so that the Warranty may be honoured.

This Warranty is in force from **1 January 2020.**

## 1. Definitions And Interpretation

### Definitions

1.1 In the interpretation of this Warranty, unless there is something in the subject or context inconsistent therewith:

(a) **Australian Consumer Law** means Schedule 2 of the Competition and Consumer Act 2010.

(b) **Australian Standards** means the applicable codes and guidelines published from time to time by Standards Australia.

(c) **Business Day** means a day that is not a Saturday, Sunday or any other day which is a public holiday or a bank holiday in the place where an act is to be performed or a payment is to be made.

(d) **Claim** means a claim made under this Warranty.

(e) **Courts** means, in relation to a Jurisdiction, those courts and tribunals exercising jurisdiction in that Jurisdiction, including any competent Federal court exercising jurisdiction in that Jurisdiction.

(f) **Customer or client** means any person, firm or company placing an order with SWD, for the purchase of any Goods and to whom the Quotation is addressed and/or any person who accepts the Quotation.

(g) **Domestic Building Acts** means:

(i) the Home Building Act 1989 (NSW);

(ii) the Domestic Building Contracts Act 2000 (Qld);

(iii) the Domestic Building Contracts Act 1995 (Vic); and

(iv) the Home Building Contracts Act 1991 (WA);

(v) the Building Work Contractors Act 1995 (SA);

(vi) the Building Act 2000 (TAS);

(vii) the Building Act 2004 (ACT);

(viii) the Building Act (NT)

as amended from time to time, and includes any other laws or regulations which imply certain warranties into the Contract;

(h) **Force Majeure Event** means an event beyond the reasonable control of SWD or the Customer, including but not limited to acts of God, fire, war and civil unrest of any kind, storm and tempest, theft and vandalism, nuclear or other hazardous contamination and terrorism

(i) **Glass** means Goods made out of glass and the components of glass within an SWD Good, including splash backs, mirrors, glass components of windows and doors, and glass components of shower screens.

(j) **Goods** means the goods and merchandise supplied by Us which are the subject of the Warranty.

(k) **IGU** means Insulated Glass Units.

(l) **DGU** means double insulated glass units

(m) **Manufacturer's Instructions** means the instructions and recommendations published on our website(s) and/or issued with the Goods and Services from time to time.

(n) **SWD** means Steel Window Design and any associated and related companies or businesses and its subsidiaries trading under various business names, both current as at the date of this Warranty and in the future.

(o) **Moving Parts/Hardware** means componentry of Goods which has the ability to move, including but not limited to rollers, pivots, hinges, handles, bearings, pulleys, locks, cords, operating mechanisms (handles, motors and seals) and other like components.

(p) **Order** means the acceptance of the Quotation in whole or in part by You.

(q) **Person** includes companies.

(r) **Quotation** means the document issued by SWD outlining Our estimate of the cost for the provision of specified Goods and Services.

(s) **Services** means the Services, if any, to be supplied by SWD with the Goods and which are the subject of the Contract or Quotation.

(t) **THS** means Toughened and Heat Strengthened Glass Goods.

### Interpretation

1.2 Headings are for convenience only and do not form part of this Warranty.

1.3 Reference to **document** means this Warranty.

1.4 Reference to **We, Us or Our** means SWD.

1.5 Reference to **You or Your** means the Customer/client.

1.6 Reference to the singular includes the plural and the plural includes the singular.

1.7 Reference to one gender includes the others.

## 2. Australian Consumer Law

2.1 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 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.

2.2 The benefits given to You by this Warranty are in addition to other rights and remedies You may have under a law in relation to the Goods or Services to which this Warranty relates. Nothing in this Warranty is to be interpreted as excluding, restricting, or modifying any law or statute applicable to the supply of Goods and Services which cannot be excluded, restricted, or modified.

## Goods and Services Warranty

### 3. Application

3.1 This Warranty applies to:

(a) The sale of Goods and/or Services to a consumer, as defined by the Australian Consumer Law;

(b) The sale of Goods and/or Services of a kind ordinarily acquired for personal, domestic, or household use within Australia.

### 4. The Warranty Term and Coverage

4.1 We warrant that Our Goods and Services shall come with the following warranty outlined in the table below:

Type of Good	Warranty Term	Warranty Start Date	What This Warranty Covers
Windows (including steel, aluminum, timber or any other type)	10 years	In the case of Goods, the date of delivery of the Goods to You.  In the case of Services, the date of completion of the Services.	<ul style="list-style-type: none"> <li>All Goods shall be free of defects arising from faulty workmanship or materials; and</li> <li>All Services shall be rendered with due care and skill.</li> </ul>
Doors (including Hinged, Stacking, Sliding and Bi-fold Doors)	10 years		
Moving Parts for sliding/bi-fold doors/windows	2 years		
Locks and cylinders	2 years		
IGU and DGU Glass	2 years		
Seals	2 years		
Silicone	2 years		
All other types of Hardware	2 years		
Moving Parts	2 years		
Electrical Components	2 years		
Powder coat	10 years' as covered by Dulux 'Steel Shield Warranty'		
IGUs & DGUs	2 years		

#### Water Penetration Risks in Double-Glazed Glass Units (DGUs) for Steel Windows and Doors

Steel Window Design is dedicated to supplying high-quality steel windows and doors incorporating double-glazed Insulated Glass Units (IGUs). However, due to the properties of steel framing and the undrained nature of these systems, there is a potential risk of water penetration that may affect the longevity of IGUs over time.

While water ingress and IGU seal failure are rare occurrences, our experience has shown that exposure to moisture—especially in un-drained steel systems—can contribute to seal degradation. Inspections have revealed that when glass has been deglazed, water may be present behind the seals, indicating that extended exposure to moisture could lead to seal failure. The exposure level of windows and doors to external weather conditions, such as heavy rain or wind, can significantly increase this risk.

Equally critical to the durability of these units is the perimeter sealing and caulking during installation. While we follow industry best practice, homes are inherently susceptible to structural movement over time, which may impact seals around window and door perimeters. Additionally, moisture can sometimes enter from within the building itself due to varying interior conditions. Despite sealing, these factors make it difficult to prevent all forms of moisture ingress entirely.

Steel Window Design advises clients that while we implement robust sealing measures to mitigate water ingress, the unique nature of steel frames and environmental variables, means that some moisture exposure remains possible. These factors should be taken into account, especially in areas where windows and doors are directly exposed to harsh weather.

#### Warranty Coverage for Double-Glazed Glass Units (DGUs) in Steel Windows and Doors

Steel Window Design provides the following warranty coverage for double-glazed Insulated Glass Units (IGUs) in our steel windows and doors:

**A three-year Replacement Guarantee (Glass and Labour):** We offer a three-year guarantee covering both the glass and labour for replacements. However, if scaffolding or other specialized access equipment is required for the replacement, these costs are not covered under the guarantee and will be the responsibility of the client.

**10-Year Glass-Only Guarantee:** For a period of 10 years, we will supply replacement glass at no cost. Labor charges will apply for installation, and if scaffolding or specialised equipment was required during the original installation, these costs will also be the client's responsibility.

## Goods and Services Warranty

### 5. Warranty Options

5.1 The parties acknowledge and agree that this Warranty is limited to one of the following options, to be chosen at Our discretion:

Warranty Options For Goods	Warranty Options For Services
The repair or cost of repair of the Goods; or The replacement or cost of replacement of the same Goods; or The supply or cost of supply of equivalent Goods.	The re-supply of the same Services; or The supply or cost of supplying equivalent Services (Except where the original Services were not carried out or contracted by Us).

5.2 You acknowledge and agree that We reserve the right to replace Goods of more recent or modern design than the original Goods and/or Services which are the subject of this Warranty.

5.3 You acknowledge and agree that, unless any applicable legislation, regulation or code prescribes otherwise, any repair, replacement, or resupply of a Good or Service under this Warranty does not extend or restart the Warranty Terms outlined above.

### 6. Conditions and Exclusions

6.1 To the full extent permitted by law, this Warranty does not cover.

Type	Exclusions
General	<ul style="list-style-type: none"> <li>Fair wear and tear of Goods;</li> <li>Defects caused by misuse, abuse, accident or neglect by You;</li> <li>Defects caused by any Force Majeure event;</li> <li>Defects caused by damage during transport, unless transported by Us or Our agent;</li> <li>Your failure to install, care, store and/or maintain the Goods in accordance with the Manufacturer's Instructions;</li> <li>The installation or refinishing of a replacement Good supplied under this Warranty, or the cost of installation or refinishing of a replacement Good under this Warranty, unless the installation or re-finishing was part of Services originally carried out by or contracted to Us;</li> <li>Services carried out by personnel or agents which are not authorised by SWD</li> <li>Modification, alteration or repair of Goods, or any other Services, which are not authorised by SWD.;</li> <li>Any defects or allowances permitted in accordance with Australian Standards</li> </ul> <ul style="list-style-type: none"> <li>Unless expressly stated otherwise, any abnormal stress imposed on the Goods due to coastal conditions, salt spray, corrosive chemicals, acid rain, extreme heat and/or humidity, excessive vibration or movements of buildings or foundations, or other location-related factors.</li> <li>The cost of transport for Goods to or from SWD. ;</li> <li>Any liability We may have in contract, tort (including, without limitation, negligence or breach of statutory duty), personal injury or property damage howsoever caused, or otherwise to compensate You for:               <ol style="list-style-type: none"> <li>Any increased costs or expenses;</li> <li>Any loss of profit, revenue, business, contracts or anticipated savings;</li> <li>Any loss or expense resulting from a claim by a third party; or</li> <li>Any special, indirect or consequential loss or damage of nature whatsoever.</li> </ol> </li> <li>All other warranties, whether implied or otherwise, not set out in this Warranty except for those that cannot be excluded at law under the Domestic Building Acts, the Australian Consumer Law or any other applicable law.</li> </ul>
Windows and Doors	<ul style="list-style-type: none"> <li>A warp, bow or twist of 5mm or less for doors up to 2,150mm high, 6mm or less for door heights between 2,150mm and 2,400mm and will not be liable for any warp, bow or twist for doors exceeding 2,400mm high or 1,000mm wide;</li> <li>Defects due to moisture content which falls below 10% or for moisture content which exceeds 15%;</li> <li>Normal show-through of frame and core components in flush doors;</li> <li>Natural variations in the colour, texture and grain pattern of Steel, timber, plastic and aluminium componentry of Goods, including the colour, grain pattern and thickness of matching steel items</li> </ul> <ul style="list-style-type: none"> <li>Fading, darkening or colour change in metal surfaces of Goods, including powdercoated finishes, caused by normal weather conditions;</li> <li>Window reveals which have not been protected from the elements within two weeks of being delivered to site.</li> <li>Any other matter that We may advise You of from time to time.</li> </ul>
Glass	<ul style="list-style-type: none"> <li>Glass Goods that have been modified in any way by the addition of a film, tint, privacy or any other finish not authorized by SWD.</li> <li>Glass breakage not caused solely by Our faulty workmanship or materials, or Our failure to render Services with due care and skill;</li> <li>Discolouration of glass finishes that may occur under certain climatic conditions;</li> </ul>
Silicone	<ul style="list-style-type: none"> <li>The silicone that we apply to retain the glass (wet glaze system) is not covered under warranty for any of the above-mentioned reasons, i.e. defects caused by misuse, abuse, wear and tear, neglect, damage, weather etc.</li> </ul> <ul style="list-style-type: none"> <li>Natural variations from furnacing the glass that occur during the toughing process</li> <li>Natural variations in the clarity of glass</li> <li>Any other matter that We may advise You of from time to time.</li> </ul>
Hardware & Moving Parts	<ul style="list-style-type: none"> <li>Plated finished products;</li> <li>Goods used in conjunction with non-compliant cylinders;</li> <li>Tea staining; and</li> <li>Wear and tear</li> </ul>

## Goods and Services Warranty

### 7. Installation, Care and Product Maintenance

7.1 For this Warranty to apply:

- (a) All Goods must be installed, and all Services must be rendered, in accordance with relevant Australian Standards and standard building practices; and
- (b) You must follow:
  - (i) The Manufacturer's Instructions applicable to the Goods and Services which are the subject of this Warranty; and
  - (ii) Any instructions which We print on the labels, packaging or operation manuals of Goods; and

(iii) Any and all instructions published on Our website(s) from time to time; and

(iv) Any other instructions for the installation, care and maintenance of Goods that We may publish from time to time.

7.2 You acknowledge and agree that a failure to follow the Australian Standards, Manufacturer's Instructions and any other instructions, as applicable, may void this Warranty.

### 8. Claims Procedure and Notifications

8.1 To make a Claim under this Warranty, You must adhere to the following procedure:

- (a) Within seven (7) days of any defect arising, You must notify Us of the defect in writing (Notification);
- (b) The Notification must include:
  - Your full name, address and telephone number;
  - Your original proof of purchase of the item(s) the subject of the defect or Claim;
  - A written description of the defect;
  - Where possible, a photograph of the defect; and
  - A written assurance that the Goods have not been damaged, incorrectly assembled, installed or operated, negligently treated or misused.
- (c) The Notification must be made to:
  - (i) Steel Window Design (supplier) who supplied the Goods/Services to You; or

(ii) 27-29 Raglan Street, Preston VIC 3072

(iii) An enquiry through our email; [info@steelwindowdesign.com.au](mailto:info@steelwindowdesign.com.au)

8.2 Following receipt of a Notification, We will contact You, arrange for the Goods to be inspected and determine the Claim in a timely manner.

8.3 For the purpose of assessing the Claim and if required by Us, You acknowledge and agree to make the Goods available for inspection by Us between 8am – 6pm, Monday – Friday.

8.4 You acknowledge and agree to bear all costs and expenses associated with making any Claim under this Warranty.

8.5 For the purposes of determining any Claim, You acknowledge and agree that We retain the right, in Our sole discretion, to reasonably determine whether You have followed the Australian Standards, Manufacturer's Instructions and any other instructions provided for the Goods and Services which are the subject of the Claim.

### 9. Governing Law

9.1 This Warranty shall be governed and interpreted according to the laws of the State or Territory of Australia as SWD. may in its sole discretion determine.

9.2 Failing such determination, You agree and consent to apply the laws of the Victoria.