






WARRANTY

Our manufacturing experience since 1984 gives us the confidence to offer our valued customers one of the finest warranties in the industry today. We warrant our products against defects in materials and workmanship. The term of our warranty, measured from date of original purchase is:

Term	Badge	Range
15 Year Warranty (Mechanical)		Astron, Door Closers, Galaxy, Italian, NIDO, Traditional
10 Year Warranty (Mechanical)		ARLU Pivot Hinges, Cabinet Handles, Door Accessories, Electronic Locks, Futura, Halo, Locks, Latches & Cylinders, Privacy & Sliding Door, Pull Handles, Window Hardware
5 Year Warranty (Mechanical)		Contract
1 Year Warranty (Mechanical)		Components used in products
1 Year Warranty (Electrical)		Electronic Locks

Note: Product ranges are representative only. They are subject to change.

To make a warranty claim, please contact us by email at sales@windsorhardware.co.nz. Describe the problem and attach a photo then our experts will tell you what to do. In some cases, we may need to inspect the product in its installed state. In most cases, we shall simply ask you to return the product to us, freight prepaid.

If the defective part is capable of repair, we shall repair it. Otherwise, we shall replace it. In the unlikely event that we are unable to repair or replace the defective part, we shall give you an option to choose a replacement product.

We cannot accept a warranty claim for damage unless it resulted from a defect in our materials and workmanship. Therefore, we expressly exclude from this warranty:

- (a) surface damage occurring after purchase and not caused by defects in materials and workmanship;
- (b) misuse, neglect or accidental damage;
- (c) failure to maintain and care for the product;
- (d) defects or damage caused by using the product for a purpose other than that for which it was designed, such as the commercial use of the product;
- (e) defects or damage caused by improper installation;
- (f) damage caused by batteries;
- (g) modification and/or alteration to the product;
- (h) discolouration and scratches to finishes through normal use and aging;
- (i) replacement of batteries, and
- (j) normal wear and tear.

Proper maintenance, care, cleaning and polishing in accordance with our care and maintenance instructions is essential for both finish preservation and general hygiene. Instructions on how to care for each finish can be found on our website at windsorhardware.co.nz/finishes.

The finishes on our door hardware can be subject to deterioration, corrosion and oxidation by conditions such as salt deposits, scratches from sharp objects, paint thinners and caustic agents. Our warranty does not cover claims in relation to a product's finish unless the problem was caused by an original defect in our materials or workmanship.

This is a parts only warranty. It does not cover your labour costs for product removal and re-installation. The warranty will be voided if the products are used in applications for which they are not suitable.

This is a limited, express, warranty. As such, we certainly do not intend to exclude any other rights or remedies that you may have under the Consumer Guarantees Act 1993 or other relevant laws. Nothing in our express warranty should be construed as limiting or restricting any other statutory right or remedy available to you, except where the statute allows our warranty to override it.