



SIX YEAR STRUCTURAL AND WORKMANSHIP WARRANTY

Our products are proudly manufactured in Western Australia by skilled crafts men who take great pride in producing exceptional timber joinery. In addition to any rights that our clients may have under Australian Consumer Law, under the Building Service Act 2011, our joinery comes with a 6-year structural and workmanship guarantee.

Any claim for warranty must be submitted to Abbott'solutely Timber Joinery including proof of original purchase (copy of invoice), current location of product (address), and photos / description of the defect specified.

Our joinery is warranted under the following conditions:

- Joinery has been installed by a qualified carpenter in accordance with the relevant Australian Standards and Abbott'solutely Timber Joinery recommendations.
- Abbott'solutely Timber Joinery Care and Maintenance Guide has been followed including all recommendations.
- Joinery has been sealed/coated by a qualified painter.
- All products used, including painting and staining meet Australian Standards.
- We do not recommend or warrant timber joinery that is unsealed/uncoated.
- Three hinges must be used on doors up to 2340, and four hinges on doors over 2340mm. Hinges must also be aligned properly to prevent distortion.
- Mortise locks must not be fitted to a rail joint and should only be fitted on a solid stile. Mortise lock cavity should be kept to a minimum.
- Warranty claims are limited to replacement and/or repair only on the original scope of works provided by Abbott'solutely Timber Joinery.
- No other external trades, not listed in the original scope of works are covered without prior written consent by Abbott'solutely Timber Joinery.
- All care is taken when Abbott'solutely Timber Joinery staff deliver products to site. After delivery, the client is responsible for ensuring that our products are stored correctly and do not become water damaged, warped, twisted, cracked or excessively dirty and that correct coatings are applied within 14 days from receiving the product.
- Any glass defects must be reported to Abbott'solutely Timber Joinery in writing within 3 days from date of glass being installed to begin the warranty claim process.
- Any door over 2400mm high or 1200mm wide is not covered for warp or twist.
- For doors, a maximum trimming allowance of 5mm on each edge is allowed. Trimming more than 5mm of any edge may reduce the structural integrity of the door and will void this warranty.
- Warranty claims only accepted on any goods or services when the accounts are paid in full.

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The following are not defects in workmanship or material and are not covered by our warranty:

- Timber is hygroscopic and naturally moves over time depending on the relative humidity and temperature of the surrounding air. Therefore, any movement of up to 8mm is acceptable.
- Timber is a natural product, variations in colour, grain and texture are allowed as per Australian Standards.
- All care in matching timber colour has been taken, however natural variations in colour before and after sealing/coating cannot be predicted or prevented.
- Panel misalignment or shrinkage is not considered a defect.
- The performance or appearance of finishes applied is not covered.
- Failure to properly seal/coat every exposed surface the timber joinery (All edges and hardware cutouts must be immediately sealed after fitting and hanging).
- Failure to use recommended finishing product and instructions will void warranty.
- Damage caused by attempts other than Abbott'solutely Timber Joinery to repair the joinery.
- Hardware and fixtures fitted to the joinery are not covered.
- Damage or deterioration due to fair wear and tear, misuse, abuse or accident by you.