

Warranty Claims Procedure

Sunline Shutters' Warranty and Rework Policy covers the repair or replacement of its shutters from the date of purchase, if found to be defective in materials or workmanship for shutter panels properly installed and maintained in residential dwellings for the periods below.

Extrusions and Timbers:

- Fusion PLUS: Lifetime
- Sovereign Wood: 3 years
- Element 13: 10 years

Metal Components:

- Fusion PLUS & Sovereign are warranted against defects in material and workmanship for 1 year.
- Element 13 is warranted against defects in material and workmanship for 10 years.

Paint Finish:

- Fusion PLUS & Sovereign are warranted for colour fastness for 3 years
- Element 13 is warranted for colour fastness for 10 years

This warranty is in addition to any other statutory obligations required in the State or Territory of the premises, and supersedes all other warranties, both expressed and implied. We warrant these products free from defects within the following Acceptable Standard Guidelines:

- If a defect is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable
- If a defect is not visible with the naked eye in natural daylight at a distance of 1.2 metres, it is acceptable

What is Sunline's Responsibility?

Sunline guarantees that we will repair or replace at our sole discretion any parts or items deemed to be suffering from a defect. Sunline, where possible, will repair or replace any product using identical components. If Sunline designs and/or styles have been altered or upgraded, Sunline will replace any components suffering from a defect with a part or product of comparable quality and value.

Product Use

The warranty is ex-factory and restricted to supply only. This warranty is only valid for the original purchaser or first end user, and is at the sole discretion of Sunline Shutters' management. The warranty excludes any shipping, labour or other associated costs with the installation, re-installation and removal of shutters or parts and all liability for consequential or incidental damages from any cause whatsoever, and does not include:

- Normal wear and tear
- Installation damage to the window(s) or premises
- Damage resulting from misuse or abuse
- Installation/use of the product outside the Sunline Shutters' specification guidelines
- Damage resulting from an external installation of Fusion Plus or any other PVC shutter
- Use of components not supplied by Sunline Shutters
- Any alterations made to the original shutter panels as supplied
- Incorrect or insufficient care, cleaning and maintenance
- Use of silicon based sprays or abrasive cleaning agents on product
- Damage resulting from fire, flood, or other natural disasters or Acts of God

Changes to Order

The warranty does not cover a customer's 'change of heart' nor any issues that may arise from the retailer, installer or sales person installing the product incorrectly, in a configuration that does not suit the opening or the end user's requirements, nor in the event the retailer, installer or sales person fails to clearly explain the product's specifications and operation to the end user.

Any warranty replacement or repair will be made in accordance with the original order detail; changes to size, layout, colour etc will not be accepted.

Shipping Issues

Missing boxes and/or goods damaged in transit must be reported within 7 days of receipt of ground shipments and 3 days for air shipments upon delivery. Sunline Shutters must adhere to these terms or we cannot make a claim with the carrier for damage or missing boxes.

Manufacturers Workmanship Warranty

Any remakes and/or repair of goods resulting from manufacturing faults will be manufactured and seafreighted on the next available shipping container.

You must report faults in writing within 14 days of receipt of goods. You must supply photographs clearly showing the manufacturing issue along with the order number and sidemark. If you request a Sunline Representative to inspect and take photographs and the claim is rejected by the factory due to an installation error or similar not caused by Sunline or our manufacturers, a call out fee will apply.

Rework v Reorder

*A Rework is considered to be any order for repair, replacement, partial replacement or parts that relate to a previous order, where the factory is at fault. Sunline is responsible for the cost of the repair, replacement or parts required to complete the warranty claim.

** A Reorder is considered to be any order for repair, replacement, partial replacement or parts that relate to a previous order, where the customer / dealer is at fault. The customer or dealer is responsible for the cost of the repair, replacement or parts required to complete the warranty claim.

Rights Under State Law

This warranty shall be governed under the Laws of Australia. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

To replace or repair the product is at the sole discretion of Sunline Shutters. Sunline Shutters is not responsible for the removal, reinstallation nor shipping charges associated with the warranty service.

Claiming Under Warranty

When claiming under this Warranty to Sunline Shutters, you must:

1. Contact the original dealer if your purchase was not directly made through Sunline Shutters.
2. The original dealer MUST submit a Warranty Request by email to Sunline Shutters clearly outlining the related Sunline order number, the item number(s), the panel(s) number and the issue.
3. All claims must be substantiated with proof of the error or defect.
*This can be done by attaching a photograph to your claim.

**NOTE - Please ensure you have a photograph of the entire window / shutter and also a close up/ detailed photograph of the problem, sufficient to identify the problem. If the problem exists on more than one panel, you must supply a photograph for each shutter panel.*

4. Send the completed request to orders@sunlineshutters.com.au
5. The Warranty Request will be assessed by Sunline Shutters and if accepted as a *defect of material or labour, will be processed and sent onto the factory of manufacture for re-supply or repaired or replaced inhouse with Sunline Shutters depending on stock availability.
6. If the request is confirmed as a defect the order will be deemed a *Rework and recorded as the original order number with an RW prefix identifying it as a rework. If the request is not confirmed as a defect, it will be recorded as the original order number with an RO prefix to identify it as a **Re-Order.
7. A representative of Sunline Shutters will record the reference number on your ETA and order list with an ETA once available.

Your claim cannot be actioned if:

- The Warranty Request is made via telephone or fax.
- The Warranty Request does not detail measurements, the cause and effect, the original order information, and does not include the relevant photographs.
- The original order has not been paid for in full in accordance with the purchase order.

Contact Information

Head office: 2/11 Hume Road, Smithfield NSW, 2164
Phone: 02 9756 3992
Fax: 02 9756 3993
Email: orders@sunlineshutters.com.au