

Product Guarantee



Thank you for choosing G.James Windows & Doors. For your peace of mind, G.James windows and doors supplied to residential housing are proudly guaranteed against defects arising from faulty workmanship or materials for a period of seven (7) years from the invoice date of the goods, subject to the following conditions:

1. The product has been installed in accordance with the relevant Australian Standards and recognised building practices.
2. The product has been maintained in accordance with the Care & Maintenance Instructions.
3. The product has not been subject to misuse, physical abuse or neglect.
4. Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of the aluminium surface finish.
5. G.James assumes no liability for damage caused by cleaning solvents or brick cleaning acids.
6. This Guarantee is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refinishing of a replacement product. No liability is accepted by G.James for personal injury, loss or claim or property damage, installation costs, material or other costs (whether special, consequential or otherwise) howsoever caused or arising whether direct or indirect.
7. Only repairs carried out by G.James personnel or authorised G.James agents are covered by this Guarantee.
8. Claims under this Guarantee should be made within one month of the defect arising in the product. Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest G.James .
9. This guarantee is in addition to all other rights and remedies in respect of the product to which you are entitled under the Trade Practice Act and similar State and Territory laws.

We are confident our products will perform to, if not exceed your expectations. Should you wish to offer feedback on any of our products or services then please call (07) 3877 2373 or email admin@gjames.com.au



G.James Glass & Aluminium is a member of the Australian Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers.

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G.James Glass & Aluminium (Qld) Pty. Ltd. ABN 53 010 828 056

G.James Branches: (Qld) Eagle Farm, Logan City, Capalaba, Narangba, Ipswich, Gold Coast, Toowoomba, Sunshine Coast, Gympie, Hervey Bay, Bundaberg, Gladstone, Rockhampton, Mackay, Townsville & Cairns; (NSW) Sydney, Lismore, Newcastle, Taree & Queanbeyan; (SA) Adelaide; (NT) Darwin; (WA) Perth.

Defining
Spaces.