

Product Warranty

Class 1 & 10a Buildings



Thank you for choosing G.James Windows & Doors. For your peace of mind, G.James windows and doors supplied to Class 1 & 10a Buildings (as defined under the National Construction Code) are proudly warranted as follows:

- Aluminium components (including surface finishing) - Seven (7) years against defects arising from faulty workmanship or materials.
- Hardware and moving parts - Three (3) years.
- All Warranty periods commence from the invoice date of the goods, or, in the event of progress claims, the final invoice claim date of the goods.

This Warranty is subject to the following conditions and limitations:

1. The product has been installed in accordance with the relevant Australian Standards and recognised building practices.
2. The product has been maintained by the homeowner in accordance with the following G.James instructions (as applicable to the goods purchased):
 - [Aluminium Cleaning Instructions](#)
 - [Glass Cleaning Instructions](#)
 - [Hardware Maintenance](#)
 - [Crimsafe Care Guide](#)
3. The product has not been:
 - Subject to misuse, physical abuse, or neglect.
 - Damaged by cleaning solvents or brick-cleaning acids.
 - Compromised by the installation of third-party (not G.James) fly, barrier and/or security screens.
4. Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of the aluminium surface finish.
5. This Warranty is limited to the repair or replacement at the company's discretion of the faulty product within the scope of the originally invoiced works but does not extend to the work of other trades or consequential costs.
6. This Warranty excludes claims to replace or repair door tracks or sills where the surface finishing has been scuffed, chipped, flaked, or worn due to normal wear resulting from use. For further details view the [246 Series Sliding Door brochure - Technical Data](#).
7. G.James accepts no responsibility or liability 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.
 - Glass breakage once the product has been delivered or installed, except in instances of faulty workmanship or materials.
 - Thermal cracking of Low E glass or other performance glass products and,
 - Glass products that have been modified in any way including the addition of a privacy or tinted film, or other glass application not approved in writing by G.James.
8. This Warranty applies only to work performed by G.James personnel or their authorised agents.
9. Product modifications may affect performance and must only be undertaken by G.James personnel or their agents. Third-party modifications will void this Warranty.
10. Claims under this Warranty are to be submitted in writing to your nearest G.James branch within 30 days of the product defect arising. All supporting invoices are to be included with your claim.
11. This Warranty 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.

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

Branches: (QLD) Eagle Farm, Logan City, Narangba, Ipswich, Gold Coast, Toowoomba, Sunshine Coast, Gympie, Hervey Bay, Bundaberg, Rockhampton, Mackay, Townsville & Cairns; (NSW) Sydney, Lismore, Newcastle, Taree & Queanbeyan; (ACT) Canberra; (SA) Adelaide.

