

Product Warranty

Windows & Doors



Residential Housing Applications – Class 1 & 10a Buildings (as defined under the National Construction Code)

Thank you for choosing G.James Windows & Doors. For your peace of mind, G.James windows and doors supplied to Residential Housing (ie. Class 1 and 10 buildings as defined under the National Construction Code) are proudly guaranteed against defects arising from faulty workmanship or materials for a period of seven (7) years for aluminium components inclusive of surface finishing and a period of three (3) years for hardware and moving parts from the invoice 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 home owner 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 Warranty 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. G.James accepts no responsibility or liability for:
 - 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. Only repairs carried out by G.James personnel or authorised G.James agents are covered by this Warranty.
9. 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 documentation including any invoices are to be included with your claim.
10. 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.

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.



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



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, Rockhampton, Mackay, Townsville & Cairns; **(NSW)** Sydney, Lismore, Newcastle, Taree & Queanbeyan; **(ACT)** Canberra; **(SA)** Adelaide.

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