

WayGlass Pty Ltd

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STATEMENT OF WARRANTY

WayGlass Pty Ltd (WayGlass) dedicates to provide our clients strong supports to the Australian Standard products, services and markets. We choose the finest grade materials for our shower screens and take strict inspection procedure before we deliver every item to our customers. To give customers confidence in their purchase, WayGlass will cover the shower screen fittings and glass used in the product to be free under the conditions of product defects itself.

WayGlass offers the following limited warranty on each of its shower enclosure products and hardware. This warranty extends only to the original owner or end-user for personal household use. This limited warranty is not responsible for the removal or reinstallation of a product requiring warranty service. In no event shall the liability of WayGlass exceed the purchase price of the unit. Failure to follow care and maintenance information on this page may void warranties. This warranty applies to all WayGlass Shower Screen products.

Warranty

WayGlass Pty Ltd warrants to the purchaser of products manufactured and installed by WayGlass Pty Ltd that a **five (5) year warranty applies to hardware**, and a **one (1) year warranty applies to workmanship** from the initial date of purchase. All Clear, Ultra Clear, and Clear Narrow-line Toughened Glass complies with **AS/NZS 2208:1996 – Safety Glazing Materials in Buildings**.

Warranty Coverage

Hardware components (handles, rollers, hinges, profiles, clips, guides, brackets, and support bars) are warranted to be free from defects under normal residential use for five (5) years, in all color finishes.

Installation Warranty

Workmanship is warranted for one (1) year from the installation date. After this period, any adjustments or repairs will be chargeable based on complexity and travel distance.

Damages that are not covered are as follows:

Exclusions / Limitations

The following are **NOT covered under warranty**:

- Damage due to events beyond control (e.g., fire, flood, acts of God, accidents, natural disasters)
- Intentional product damage, forced entry, or abuse
- Disassembly or alteration of product
- Improper use or failure to maintain the product

- Damage to:
 - Glass (breakage, scratches, chips)
 - Tiles (cracked, chipped, broken)
 - Water pipes or sealants
 - Walls, floors, coverings
- Water escaping due to:
 - Sealant failure or wet seal issues
 - Gaps in glass and/or metal
- Dropping/sagging of doors due to:
 - Building movement
 - Lack of maintenance (refer to maintenance guidelines)
- Mildew, lime scale buildup, or corrosion
- Glass bowing (tolerances:
 - Up to 1500mm: 6mm = 1mm bow per 350mm
 - 10/12mm = 1mm bow per 400mm)
- Gaps between glass (tolerance: 6mm \pm 2.0mm; 15mm \pm 3.0mm)
- Panel squareness (tolerance:
 - Panels <1200mm: 5mm diagonal max difference
 - Panels >1200mm: 10mm diagonal max difference)
- Warranty is **non-transferable** if the product is reinstalled at a new location

Warranty Claims Procedure

Claims must be submitted **within 7 days** of identifying the issue. Include:

- Description of the fault
- Details of when/how it occurred
- Photos, if possible
- Proof of purchase and installation from WayGlass Pty Ltd

WayGlass Pty Ltd or its authorized retailer will assess the claim to determine if it is covered

under the warranty.

General Conditions

- Maintenance must follow the care instructions to maintain eligibility for claims.
- This warranty is **non-transferable** and applies only to the **original purchaser**.
- Products not manufactured by WayGlass Pty Ltd will have separate warranty coverage.
- This warranty reflects industry standards and tolerances.
- The obligation under this warranty is limited to **repair or replacement** of defective products or components as determined by WayGlass Pty Ltd or its representatives.
- WayGlass Pty Ltd is **not liable for any incidental or consequential damages, losses, costs, or fees**.

WayGlass Pty Ltd

Sale & Marketing Team