

OZ Roll Pty Ltd

(ABN 91 090 863 102)

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. The buyer is entitled to a replacement or refund for a major product failure due to a manufacturing fault and compensation for any loss or damage may be granted at the sole discretion of Ozroll. The buyer may also be entitled to have goods repaired or replaced, at the sole discretion of Ozroll, if the goods fail and the failure does not amount to a major failure. This warranty is in addition to, and in no way limits, varies or excludes any express or implied rights and remedies available under any relevant legislation in the State or Territory of sale.

Warranty Period

ESSENCE Plantation Shutters are warranted to be free from manufacturing faults leading to product failure for the following periods:

PRODUCT	STRUCTURAL WARRANTY	FINISH	INTERNAL COMPONENTS	STAINLESS STEEL HARDWARE	OTHER HARDWARE
ESSENCE PVC	15 Years	3 Years	3 Years	3 Years	1 Year
ESSENCE Timber	5 Years	3 Years	3 Years	3 Years	1 Year
ESSENCE Aluminium	8 Years	3 Years	3 Years	3 Years	1 Year

Warranty Coverage

ESSENCE PVC

- **15 years** for PVC panels and framing material.
- **3 years** for painted finishes to be free from defects including cracking, peeling and hazing, provided cleaning and maintenance instructions are followed. Excludes fading within accepted industry standards.
- **3 years** on all internal components including gearing and louvre pins.
- **3 years** on all stainless steel hardware.
- **1 year** on all other hardware including hinges, screws and track components.

ESSENCE Timber

- **5 years** for timber panels and framing material.
- **3 years** for painted or stained finishes to be free from defects including cracking, peeling and hazing, provided cleaning and maintenance instructions are followed. Excludes natural timber variation and fading within accepted industry standards.
- **3 years** on all internal components including gearing and louvre pins.
- **3 years** on all stainless steel hardware.
- **1 year** on all other hardware including hinges, screws and track components.

ESSENCE Aluminium

- **8 years** for aluminium panels and framing material.
- **3 years** for powder coated finishes to be free from defects including cracking, peeling and hazing, provided cleaning and maintenance instructions are followed. Excludes fading within accepted industry standards.
- **3 years** on all internal components including gearing and louvre pins.
- **3 years** on all stainless steel hardware.
- **1 year** on all other hardware including hinges, screws and track components.

General Conditions

This warranty is the only warranty applicable to ESSENCE Plantation Shutters and excludes all other express or implied warranties. No person is authorised by Ozroll to assume any further obligation with respect to ESSENCE Plantation Shutters.

Warranty Restrictions and Exclusions

The following are excluded from coverage under the ESSENCE Warranty:

- Exposure to air pollutants and normal atmospheric conditions may cause the shutter surfaces to gradually accumulate dirt and staining. These are normal occurrences and are not covered under this warranty.
- Any defect, malfunction or failure caused by unreasonable use, misuse, improper application or failure to carry out reasonable maintenance.
- Products that have not been cleaned and maintained in accordance with the Maintenance and Cleaning Instructions.
- Damage or deformation caused by settlement or structural movement of the building in which the shutters are installed.
- Damage caused by wind, hail, lightning, flooding, fire or other Acts of God.
- Damage resulting from accidental impact, misuse, negligence or exposure to harmful chemicals or pollutants.
- Damage caused during transport, handling or installation.

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- Any ESSENCE Plantation Shutter repaired, altered or modified by anyone other than an authorised Ozroll representative.
- Products manufactured outside Ozroll's recommended maximum sizes.
- Normal colour variation, fading or movement of natural materials within accepted industry tolerances.
- Minor cosmetic imperfections that do not affect the structural integrity or operation of the product.

Procedure for Warranty Claims

The procedure for making a warranty claim is as follows:

(a) Provide proof of purchase together with the warranty document (where applicable), including:

- Date of Purchase
- Purchaser's Name
- Product Identification or Serial Number (where applicable)
- Description of the fault

(b) Submit the warranty claim to Ozroll using the contact details below.

(c) Upon receipt of the relevant information, Ozroll will investigate the claim and determine whether it falls under the Manufacturer's Warranty or Australian Consumer Law Consumer Guarantees.

Return Address

Ozroll Industries Pty Ltd

1/145 Quinns Hill Road East

Stapylton QLD 4207

PO Box 2106

Beenleigh QLD 4207

Phone: (07) 3393 3355

Email: ozqldorder@ozroll.com.au

Maintenance and Cleaning Instructions

ESSENCE Plantation Shutters require very little maintenance to retain their appearance and performance.

- Dust regularly using a soft cloth, feather duster or vacuum with a soft brush attachment.
- Clean using warm water and a mild pH-neutral detergent with a soft cloth.
- For stubborn marks, use only a mild water-based household cleaner.
- Avoid excessive moisture on timber shutters and dry immediately after cleaning.
- External aluminium shutters should be washed regularly to remove dirt, salt deposits and airborne pollutants, particularly in coastal environments.
- Stainless steel hardware should be periodically lubricated with a silicone-based spray.

IMPORTANT: Stainless steel hinges, screws and fixings must be used in coastal environments or the warranty may be void.

CAUTION: Never use abrasive cleaners, chlorine-based products, solvents, scouring pads or harsh chemicals, as these may damage the surface finish and void the warranty.