

Terms and Conditions of Sale

1. Payment Terms

Residential Orders require a 10% deposit, a progress payment of 50% due at commencement of production, and the balance due on completion of works. Non-Standard Manufacturing Orders require full payment prior to commencement of manufacture.

2. Exclusions

Unless otherwise stated in our quotation, our offer does not include painting, staining, rendering of brickwork, floor levelling, keying alike and master keying, or any additional expenses arising from unforeseen contingencies. Such works, if required, will be the subject of a separate quotation or will be completed by others.

3. Frames and Doors

Existing frames that are out of square or out of plum not level by more than 10mm will require a Special Door and additional costs will apply. Old frame stops may not be flush with new doors by 2 to 3mm. Natural variations in timber colour and texture are not considered defects.

4. Door Warranty

Doors greater than 2340mm high or 1020mm wide are not warranted against bowing or twisting.

A warp not exceeding 5mm on doors up to 2134 × 914 × 35mm, or 6mm on doors over 2134 × 914 × 35mm and up to 2438 × 1219 × 35mm, will not be considered a defect.

The term “warp” means cupping or twisting of the door leaf itself and does not refer to its relationship with jambs or the frame in which it is hung.

5. Installation Conditions

While all care will be exercised, we cannot accept responsibility for damage to walls, ceilings, plaster, or render due to age or fragility. Dust may arise during installation and clients are advised to cover furniture and remove valuables or fragile items from the working area. Flyscreen doors will be removed and left on-site. Council approval is required for flyscreen door installation and must be arranged with a specialist.

6. Hardware

Hardware supplied by the client or others that is not available on the day of installation, or is the incorrect type, will incur an additional installation fee of \$1,000 per site visit. All locks must be handed; otherwise, a \$60 per door handing fee will apply. No rebate is offered where others install hardware.

7. Access and Site Conditions

Quotations are based on unrestricted site access. A re-booking fee of \$1,000 per unit will apply where agreed access is not available. Pricing is based on the specification provided; should the works specification change, the quotation will be revised accordingly.

8. Title and Compliance

All accounts must be settled promptly; delays in payment may hinder manufacturing or installation progress. Certificates of Compliance will not be issued until final payment is received. Legal and equitable ownership of goods remains with us until full payment is received.

9. Liability

To the fullest extent permitted by law, we exclude all liability for loss of profit, revenue, business, or any indirect or consequential loss; for delays in manufacture or installation caused by factors beyond our reasonable control; and for any loss or damage arising from works carried out by third parties.

Our liability is limited, at our option, to the replacement or repair of the goods, the supply of equivalent goods, or the payment of the cost of replacing the goods.

10. Validity

Quotes are valid for 60 days. These Terms and Conditions form part of any Contract.