

## CONDITIONS OF SALE, WARRANTY & RETURN POLICY

### 1. SCOPE OF SALE

- 1.1 The invoice covers only the products and/or services specifically listed therein.
- 1.2 Any products or services not expressly stated are excluded and will be charged as extras.
- 1.3 All sizes quoted are Industry Standard nominal sizes and not actual physical dimensions.
- 1.4 While all reasonable precautions are taken to ensure the Customer understands what is supplied, once goods are ordered and accepted, the Customer assumes full responsibility for any discrepancies.

### 2. PRICES & QUOTATIONS

- 2.1 Price lists issued by the Company are for information purposes only and may be amended without notice.
- 2.2 Written quotations are valid for seven (7) days, or for the period stated on the quotation.
- 2.3 Orders for made-to-size or custom products cannot be cancelled once confirmed.

### 3. DELIVERY & ACCEPTANCE

- 3.1 Delivery is deemed complete when the Purchaser or their Agent signs acceptance of goods.
- 3.2 By signing, the Purchaser confirms the goods are received in full, in good order, and undamaged.
- 3.3 No claims for shortages, incorrect items, or damage will be accepted after acceptance.
- 3.4 Any visible damage or discrepancies must be reported within 48 hours of delivery.

### 4. INSTALLATION & COMMISSIONING

- 4.1 Upon completion of installation, the Purchaser or Agent must sign off the job and record any issues.
- 4.2 Installation pricing is based on Industry Standard rates, unless otherwise agreed in writing.
- 4.3 Abortive or delayed installations caused by site unpreparedness will be charged to the Purchaser.

## 5. SITE ACCESS & READINESS

- 5.1 Orders are accepted on the understanding that the site will be fully ready for installation or commissioning on the agreed date.
- 5.2 The Purchaser must allow free and uninterrupted access to the Company or its Agents.
- 5.3 Any delays or additional costs incurred due to Purchaser-related issues will be for the Purchaser's account.
- 5.4 Where electric doors or gate operators are installed, the Purchaser must provide suitable electricity supply points within the required distance.
- 5.5 Unless a paid site inspection is conducted, the Customer accepts full responsibility for site-related issues.

## 6. OWNERSHIP OF GOODS

- 6.1 Ownership of goods does not pass to the Purchaser until full payment has been received.
- 6.2 This applies whether or not the goods are permanently affixed to land or buildings.
- 6.3 If payment is not made in full, the Company reserves the right to remove installed goods without legal recourse, without prejudice to any other rights.

## 7. STORAGE

- 7.1 If the Purchaser cannot accept delivery, installation, or collection within thirty (30) days of the agreed date, the Company may levy storage charges.

## 8. RETURNS, REFUNDS & EXCHANGES

### 8.1 Inspection Before Installation

All products must be inspected thoroughly before installation. Installation constitutes acceptance.

### 8.2 Return & Exchange Eligibility

- Purpose-made, custom, or made-to-order items are non-returnable.
- Standard stock items may be exchanged for items of equal or greater value, subject to:
  - Original proof of purchase
  - Items being unused and in original condition and packaging

### 8.3 Refunds

- Refunds (where no exchange applies) are subject to a minimum 10% handling/administration fee.
- Refunds are processed within 7 working days after required documentation is completed.

### 8.4 Installed Products

Once a product has been installed, no return, replacement, or refund will be granted.

## 9. SUPPLY-ONLY DISCLAIMER

- 9.1 Where applicable, Doors Galore acts as a supply-only company and is not responsible for:

- Installation costs
- Transport costs
- Third-party installation workmanship

## 10. DAMAGE TO PROPERTY

- 10.1 While reasonable care is taken, the Company is not responsible for damage to surrounding plaster, walls, or finishes.
- 10.2 The Company assumes no liability for consequential or incidental property damage.

## 11. WARRANTY – GENERAL

- 11.1 Doors Galore warrants Products supplied and installed by the Company to be free from defects in materials, workmanship, and installation for 12 months from date of installation or sale.
- 11.2 Warranty applies only if:
  - Full payment has been made
  - No retention is withheld
  - Products are used under normal conditions

## 12. PRODUCTS COVERED BY WARRANTY

- 12.1 The warranty applies to defects arising from normal use and service.
- 12.2 Defective Products must be returned to Doors Galore for assessment.

## 13. EXCLUSIVE WARRANTY REMEDY

- 13.1 Doors Galore will, at its sole discretion:
  - Repair the Product, or
  - Replace the Product with new or refurbished stock
- 13.2 This is the sole and exclusive remedy available to the Customer.

## 14. WARRANTY EXCLUSIONS

The warranty does not cover:

- Ancillary equipment not supplied by Doors Galore
- Products used with non-approved ancillary equipment
- Freight costs for returns
- Damage from salt air exposure (within 10km of the ocean), chemicals, or corrosive environments
- Cosmetic wear, impact damage, fading, or colour variation
- Improper installation, testing, operation, or maintenance
- Misuse, neglect, accident, or abuse
- Use outside normal or intended application
- Lightning or electrical discharge damage
- Unauthorised modifications or tampering
- Batteries (limited to 3 months warranty)
- Service calls, adjustments, or maintenance

## 15. WARRANTY LIMITATIONS

15.1 This warranty replaces all other express or implied warranties.

15.2 Doors Galore shall not be liable for:

- Loss of use
- Loss of time
- Commercial loss
- Loss of profits
- Incidental or consequential damages

15.3 Liability shall not exceed the purchase price of the Product.

## 16. TREATMENT & MAINTENANCE

16.1 Timber is a natural material; variations in colour and texture are normal and not defects.

16.2 Timber products require regular treatment.

16.3 Steel and automation products must be maintained per manufacturer recommendations.

## 17. RETURN PROCEDURE FOR DEFECTIVE PRODUCTS (WARRANTY)

To submit a warranty claim:

- Claims must be made in writing within the warranty period
- Provide:
  - a. Model and serial number
  - b. Description of defect
  - c. Proof of purchase
- Allow Doors Galore to inspect the Product
- Return the Product to Doors Galore
- Doors Galore will determine eligibility and proceed per Section 13

## 18. UNAUTHORISED WORK

Any modification, repair, or installation carried out by a party other than Doors Galore will render all warranties null and void.

By placing an order with Doors Galore, the Purchaser acknowledges that they have read, understood, and accepted these Terms & Conditions in full.