

Ambro Luminate® Warranty



General Warranty

At Ambro Australia Pty Ltd, we take pride in the fact that the structural integrity of our products is under warranty. But more than that, the design and construction of our products utilizes innate characteristics of the materials to enhance the appearance of what we produce and sets us apart from the rest of the industry. When ordering Ambro Australia Pty Ltd products, it is important to understand that cosmetic details such as variations in the color, texture and grain pattern of wood are not defects and are not covered under warranty.

What is covered by warranty is as follows:

Door Warranty

Subject to the conditions and restrictions listed below, all products manufactured by Ambro Australia Pty Ltd meet industry standards and are warranted for 7 (seven) years from the date of shipment to be free from defects in material and workmanship.

Upon receipt of your order, it is recommended that you inspect the doors/panels as soon as possible. You should be checking:

- For the possibility of freight damage.
- To verify that you received what you ordered.
- That each door is flat and straight and has no defects.

If there is freight damage, please note it on your freight consignment note and **immediately** notify Ambro Australia Pty Ltd.

If a door is determined to be defective, Ambro Australia must be notified within 48 hours. Upon notification of the defect and possible inspection by an authorized representative of Ambro

Australia Pty Ltd we will at our option:

- Repair the door, or
- Provide a replacement door

A replacement door will be supplied as originally ordered from Ambro Australia Pty Ltd.

If a visible and/or apparent defect exists upon your receipt and inspection of a door/panel from Ambro Australia Pty Ltd, it is imperative that we are notified before any further costs are incurred on the door/panel. We will not assume any liability for those costs.

Ambro Australia Pty Ltd will not be responsible for any door repaired or replaced without the prior written notification from our office.

Exterior Door Warranty

If the doors are used externally they are to be well sheltered from the elements and must not be wet or be exposed to sunlight.

Exclusions to warranty

- Using an interior door in an exterior application
- Variations in the color or texture of the wood, as well as knots in the wood
- Damage caused by others, or by any cause outside the control of Ambro Australia Pty Ltd, including but not limited to damage caused by misuse, abuse, accident, mishandling, or by fire, flood, earthquake, storm, or other acts of nature
- Damage caused by failing to comply with Ambro Australia Pty Ltd handling and installation instructions.
- Failure to perform normal maintenance, including maintaining the finish
- Product failure due to improper installation
- Attempts to repair Ambro Australia Pty Ltd product without



Ambro Luminate[®] Warranty

- prior authorization
- Slight expansion and contraction of the door due to changes in temperature and humidity are not defects.
- Water infiltration
- The product must be installed in accordance with Australian Standard AS2047 (as amended or replaced).
- This warranty does not extend to our exterior doors if in contact with a continuously damp, moist or sun affected environment
- This warranty is limited to the repair or replacement of the faulty product at the discretion of Ambro Australia Pty Ltd but does not extend to the installation of refinishing of a replacement product.

There is no other liability for any other claims, damaged or costs whether special, consequential or otherwise.