

# PRODUCT WARRANTIES

## **Aluslider Trellis DIY Gate**

Burglar Bar Warehouse provides a 12 month warranty in respect of aluminium materials and 12 month warranty in respect of components on the Aluslider Trellis DIY Gate which is valid from the date of purchase. The warranty applies only to gates which have been maintained. Dust, salt build up or other contaminants up must be removed regularly using a soft cloth with mild soap and lukewarm water or even a car shampoo then dried off (Never use abrasive or ammonia based products as this will damage the paint surface)

The warranty on the Aluslider Trellis DIY Gate excludes any and all deterioration or damage due to fair wear and tear of the Product. It excludes any coating defects which are not noticeable with the naked eye at more than 5 meters from the product and powder coated products fitted within 50 metres of the sea. The warranty applies only to Aluslider Trellis DIY Gate which has been installed in accordance with the installation instructions.

## **Safety View Clear Bar (Polycarbonate Strip) warranty**

Burglar Bar Warehouse provides a 60 month warranty in respect of the **Polycarbonate** material which will not stain under normal circumstances, which is valid from the date of purchase. The warranty applies only to strips which have been maintained in a scratch-free condition and have not been in contact with chemicals, paints, adhesives, solvents or other incompatible materials. To clean the strip, use a solution of mild soap and lukewarm water using a clean soft cloth or sponge. The warranty applies only to strips which have been installed in accordance with the installation instructions.

## **Swing Gate DIY warranty**

Burglar Bar Warehouse provides a 12 month warranty in respect of materials and components on the Swing Gate DIY which is valid from the date of purchase. The warranty applies only to gates which have been maintained. Dust, salt build up or other contaminants up must be removed regularly using a soft cloth with mild soap and lukewarm water or even a car shampoo, and then dried off (Never use abrasive or ammonia based products as this will damage the paint surface)

The warranty on the Swing Gate DIY excludes any and all deterioration or damage due to fair wear and tear of the Product. It excludes the deterioration of the powder coating or the formation of rust spots on the product which may occur because the product is fitted in Industrial/Marine environments (ISO standards Class C5 and C5+ conditions) with high

pollution, high humidity and aggressive atmospheric conditions. It excludes any coating defects which are not noticeable with the naked eye at more than 5 meters from the product and powder coated products fitted within 50 metres of the sea. The warranty applies only to Swing Gate DIY which has been installed in accordance with the installation instructions.

### **Alugrille Burglar Bar DIY warranty**

Burglar Bar Warehouse provides a 12 month warranty in respect of aluminium materials on the Alugrille Burglar Bar which is valid from the date of purchase. The warranty applies only to bars which have been maintained. Dust, salt build up or other contaminants up must be removed regularly using a soft cloth with mild soap and lukewarm water or even a car shampoo then dried off (Never use abrasive or ammonia based products as this will damage the paint surface)

The warranty on the Alugrille Burglar Bar excludes any and all deterioration or damage due to fair wear and tear of the Product. It excludes any coating defects which are not noticeable with the naked eye at more than 5 meters from the product and powder coated products fitted within 50 metres of the sea. The warranty applies only to Alugrille Burglar Bar which have been installed in accordance with the installation instructions.

## **WARRANTY CLAIMS**

### **Replacement or Repairs**

Burglar Bar Warehouse provides a walk-in warranty. A walk-in warranty means that the repairs will be covered by the manufacturer. The cost of getting the product to our factory will be for the customer's account.

Burglar Bar Warehouse reserves the right to replace or repair a product. If the product can be repaired we will do so and ensure it is back to normal working condition. When replacement is required we will replace the product and if the product is no longer available we will replace it with a similar product at the same or higher price. The warranty is a walk-in warrantee.

- The customer will have to remove the product and bring it to our factory and once repaired or replaced , the customer will have to refit it.
- Contact us on telephone number 021 824 0100 or email us at [queries@burglarbarwarehouse.co.za](mailto:queries@burglarbarwarehouse.co.za) to arrange a warranty claim.
- In an event of a refund, the refund will be processed as per the original method of payment after our inspection and assessment of the goods, within approximately 10 working days. For EFT refunds we will require verification of the customer's bank account details.