



# Warranty.

## Terms & Conditions

### WARRANTY CERTIFICATE

Purchased From: \_\_\_\_\_

Your Name: \_\_\_\_\_ Telephone No: \_\_\_\_\_

Address: \_\_\_\_\_

Installed By: \_\_\_\_\_ Installation Date: \_\_\_\_\_

B&D Doors Sales No: \_\_\_\_\_ B&D Opener Model No: \_\_\_\_\_  
(found on a sticker to the side of the sectional door) (located on opener casing)

Invoice No: \_\_\_\_\_ B&D Door Model: \_\_\_\_\_ B&D Opener Model: \_\_\_\_\_  
(eg, Prodigy, Advanced, CAD S)

**Please retain this completed warranty form along with your invoice as proof of purchase to validate your claim.** If you have purchased the 2 year extended warranty please go to <http://extendedwarranty.bnd.com.au> and submit your warranty details.

### 1. MAKING A CLAIM

To make a warranty claim you must:

- (a) produce a copy of the receipt of purchase, together with this warranty certificate with the above details completed; and
- (b) where the Product has been sold by B&D, make all warranty claims directly with B&D by sending it to B&D at the relevant address set out in paragraph 2 below; or
- (c) where the Product has been sold by an approved distributor, make all warranty claims directly with the approved distributor. If you are unsure of the correct address of the approved distributor from which you purchased the product, you can send your claim to B&D with the rest of the above details completed, including the original invoice number, and we will forward it to the distributor.

You are responsible for the expense of making a claim under this warranty.

### 2. STATUTORY GUARANTEES OR WARRANTIES

**Australia** If you are a consumer under the Australian Consumer Law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This warranty certificate and other statements contained in this document or other B&D documents given to you do not exclude, restrict or modify the application of all or any of the provisions of the Australian Consumer Law.

**New Zealand** This warranty certificate and other statements contained in this document or other B&D documents given to you do not exclude, restrict or modify the application of the New Zealand Consumer Guarantees Act (collectively defined as the "Act"); or the exercise of rights conferred by other statutory provisions which cannot be excluded, restricted or modified, provided that to the extent that the Act or other statutory provision permits B&D to limit its liability for a breach of a statutory guarantee, implied condition or warranty, B&D's liability for such breach is limited to the payment of the cost of replacing the Product or acquiring an equivalent Product or repairing the Product.

In Australia, this warranty is given by B&D Australia Pty Limited (ABN 25 010 473 971) of 34-36 Marigold St, Revesby NSW 2212, ph 13 62 63 and email [bndenquiries@bnd.com.au](mailto:bndenquiries@bnd.com.au)

In New Zealand, this warranty is given by B&D Doors (NZ) Limited of 67 Wickham St, Bromley, Christchurch 8062, ph 03 384 5145 and email [enquiries@bnd.co.nz](mailto:enquiries@bnd.co.nz)

This warranty document is not intended to create a contract between B&D and the purchaser.

### 3. B&D OR APPROVED DISTRIBUTORS ONLY

This company warranty does not derogate from and is in addition to any statutory, non-excludable guarantees or warranty rights under Australian or New Zealand laws (as applicable). This warranty applies only to Products sold by B&D or its approved distributor. "B&D" means in Australia - B&D Australia Pty Ltd of 34- 36 Marigold St, Revesby NSW 2212, and in New Zealand - B&D Doors (NZ) Limited of 67 Wickham Street, Bromley, Christchurch 8062. Approved distributor means an approved reseller of B&D products purchasing on open account, from B&D, for the purpose of supplying those products to end users.



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## 4. WHAT THE COMPANY WARRANTY COVERS

B&D warrants, subject to clauses 5 & 6 and in addition to your statutory nonexcludable rights, that it will, at its option, either repair or replace (in a manner B&D considers reasonable eg touch up of surface coatings) any proven defects:

- (a) in installation for a period of one year from the date of installation where the Product has been installed by B&D – this warranty does not extend to installation by approved distributors;
- (b) all doors in normal residential and industrial/commercial use are covered by a 1 year warranty on all electronically controlled lock mechanisms, as well as all surface coatings (other than the appearance or grain of the timber finish for B&D Natural Timber Doors or timber look doors);
- (c) in materials, manufacture or workmanship in the Product, as follows, for:
  - (i) **B&D Residential Overhead Doors** (including Flex-A-Door, but excluding the doors listed individually below) – in normal residential use are covered by a 1 year warranty for all components and associated labour;
  - (ii) **B&D Rolling Doors** – in normal residential and industrial/commercial use, are covered by a 1 year warranty on locking mechanism and all other components (excluding steel door curtain and associated labour). Warranty for steel door curtain, covering steel cracking and lock seam failure and associated labour is covered for Roll-A-Door – 7 years, Firmadoor Roll-Up door – 3 years, Rollmasta – 1 year;
  - (iii) **B&D Paneliff® and Storm-Shield™ Overhead Doors** – in normal residential use are covered by a 3 year warranty for all components and associated labour;
  - (iv) **B&D Paneliff® Icon™ Doors** – in normal residential use are covered by a 5 year warranty for all components and associated labour, subject to paragraph 4. If you have purchased the 2 year extended warranty, all the warranty terms and conditions for the Paneliff® Icon™ will be extended for a further 2 years at the conclusion of the standard 5 year warranty period, subject to the terms of this warranty certificate;
  - (v) **B&D Natural Timber Doors** – in normal residential use, are covered by a 1 year warranty on the structural integrity of the door and associated labour. No warranty is provided on final quality of the look or finish of timber;
  - (vi) **B&D Industrial/Commercial Doors** – in normal use, are covered by a 1 year warranty for all components and associated labour;

and in each case the warranty applies from the later of the date of purchase, delivery or installation by B&D or an approved distributor (as applicable).

## 5. WHAT THE COMPANY WARRANTY DOES NOT COVER

- (a) **springs** – you will need to pay for the adjustment or replacement of springs during the warranty period unless you have purchased a Paneliff® Icon™ door with extended warranty, in which case springs requiring replacement will be replaced free of charge for 7 years from the date of installation. The free replacement of springs does not include adjustment of springs due to normal wear and tear. Note – Both the standard and extended warranties apply to doors used in standard single dwelling residential applications;
- (b) **variations to timber look** – timber look finishes are designed to mimic the natural look of timber. Variations in colour or appearance are not covered by this warranty;
- (c) **damage from impact** – damage that occurs from an object striking your door; (d) **corrosion** – damage due to salt or other corrosion;
- (e) **high frequency** – uses of the Product in high frequency situations (i.e. where the door goes through a high number of cycles per month, for example, entry to a car park or frequently operated factory doors) results in higher levels of wear than is normal and the duration of warranty will be reduced accordingly, depending on the product and the frequency. You will need to consult B&D for further information regarding the applicable warranty period for such applications;
- (f) **model modifications** – B&D will not be required to incorporate modifications made to existing/future Product models;
- (g) **travel expenses** – incurred by B&D or its approved distributor in either travelling to and from or transporting the Product to and from your premises – you will need to pay for these travelling expenses; or
- (h) **additional access expenses** – incurred by B&D or an approved distributor in obtaining access where the Product is not readily accessible – you will need to pay for those additional expenses.



# Warranty.

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### 6. WHAT VOIDS THE COMPANY WARRANTY

Subject to paragraph 6, this warranty does not extend to, and B&D will be relieved of, all obligations, responsibilities and liabilities in the event that defects in the Product are directly or indirectly, in the opinion of B&D, due to or resulting from:

- (a) **unreasonable use** – the Product not being used correctly in accordance with the Instruction Manual or other unreasonable use;
- (b) **instructions** – failure to observe any instructions or directions (including “warning” notifications in the Instruction Manual), provided with the Product or given to the purchaser by B&D or an approved distributor;
- (c) **other devices** – the Product being fitted with any closing device which is not of the type or condition defined in the Instruction Manual as suitable for installation of the Product;
- (d) **installation** – faulty installation of the Product where such installation is not carried out by B&D;
- (e) **Design-A-Door®** – inserts being fitted or replaced by someone other than B&D or its approved distributors;
- (f) **unauthorised acts** – modifications, or repairs made or attempted to be made by you or any unauthorised person;
- (g) **service** – lack of proper maintenance, service or care of the Product, including as recommended by B&D;
- (h) **outside control** – events or acts beyond the reasonable control of B&D;
- (i) **water damage** – including effects from rust and corrosion; or
- (j) **corrosive environments** – salt corrosion or damage to the surface coatings or base materials due to environmental conditions (such as proximity to the sea-front or similar corrosive conditions).

EVEN IF YOU ARE UNABLE TO CLAIM UNDER A COMPANY WARRANTY DUE TO CLAUSES 5 OR 6, YOU MAY STILL BE ENTITLED TO THE BENEFIT OF THE CONSUMER GUARANTEES REFERRED TO IN CLAUSE 2.



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