

## **WARRANTY TERMS & CONDITIONS**

### **1. Product Warranty**

Bluedog Fences Australia Pty Ltd ACN 100 534 209 ("Bluedog", "us", "we", "our") warrants that the structure of fencing products manufactured by us will be free of manufacturing defects for a period of three years from the date of purchase shown on the invoice.

This warranty is valid only for products manufactured by Bluedog which are installed in accordance with our recommendations. Furthermore, this warranty is given subject to the following conditions:

- The warranty does not apply to products used within 1500 metres of saltwater locations or adjacent to a saltwater pool.
- The warranty only applies if the Product Maintenance Procedures outlined below are adhered to throughout the warranty period.
- The use of heavy cleaning agents such as acid on the products will void the warranty.
- The warranty will be voided by any build up of salt on fencing products.
- Any powder coat finish to our products is covered by the Interpon Excel 7 Year Colour Warranty.
- Lysaghts Colourbond fencing products supplied and installed by us are covered by the Lysaghts 10 year installation and product warranty.

If a claim is made under this warranty, we will only admit the claim if we are satisfied that the claim is caused by a defect in the manufacturing process. If a defect is found to not be covered by this warranty then a callout charge may be charged. Claims which are admitted will be rectified by repair or replacement of the defective product, which we, acting in our absolute discretion, will decide.

Proof of purchase will be required prior to consideration or admission of any warranty claim. In the event of a warranty enquiry contact the branch of purchase.

Products not manufactured by Bluedog Fences Australia that are used in the supply only or the supply and installation of your fence will be as per the manufacturers warranty.

### **Product Maintenance Procedures**

The following maintenance procedures must be carried out to ensure the warranted product life:

#### *Powder Coating – A Good Choice*

Powder coating is one of the most durable colour coatings available and with very little effort on your behalf will provide many years of excellent service. Maintaining the good looks of your powder coated products is like caring for your car – and is a smart way to protect your investment. Over time with exposure to the elements, powder coatings may show signs of weathering such as loss of gloss, chalking and slight colour change. A simple and regular clean will minimise the effects of weathering and will remove dirt, grime and other build-up detrimental to all powder coatings.

### *Recommended Cleaning Method*

Just a gentle clean with a soft brush and mild detergent, followed by a fresh water rinse, will maintain the long-term performance of your powder coated products. In rural or normal urban environments cleaning should occur every 12 months. In areas of high pollution, such as industrial areas, geothermal areas or coastal environments, cleaning should occur every three months.

In particularly hazardous locations, such as beachfronts, severe marine environments or areas of high industrial pollution, the frequency of cleaning should be increased to monthly.

### *Recommended Cleaning Products*

To protect the surface of your powder coated products, do not use strong solvents, abrasive cleaning products or those products that are recommended for thinning various types of paints.

If you need to remove splashed paint, sealants or mastics from your powder coated products, you can use white spirits. When using white spirits, cleaning should be carried out in shade and during cooler temperatures using a soft cloth and gentle wiping only.

As a precautionary measure, we recommend that you test the cleaning agent on a non-visible surface of your powder coated products prior to use to ensure that no colour change or damage occurs.

**WARNING:** Strong and abrasive household cleaners and solvents such as those recommended for thinning various types of paints such as MEK or paint thinners are harmful to powder coating and must not be used for cleaning purposes under any circumstances. Acidic, alkaline or alcohol-based cleaning products should not be used either.

## **2. Installation Warranty**

Bluedog warrants the installation work relating to fencing products installed by us for a period of one year from the date of purchase shown on the invoice.

This warranty is valid only for installation work conducted by Bluedog and this warranty is given subject to the following conditions:

- We will not be liable for any movement of fences, gates or fencing products we have installed where the movement is caused by or contributed to by:
  - Any type of landform change including but not limited to subsidence, soil consolidation and/or soil creep.
  - Where a fence has been erected on or adjacent to a retaining wall.
- We will not be liable for movement in posts or panels or gates as a result of people climbing on them or damaging them by any means.

If a claim is made under this warranty, we will only admit the claim if we are satisfied that the claim is caused by a defect in the installation process. If the defect is found to not be covered by this warranty then a callout charge may be charged. Claims which are admitted will be rectified by repair or replacement of the defective product, which we, acting in our absolute discretion, will decide.

Proof of purchase will be required prior to consideration or admission of any warranty claim. In the event of a warranty enquiry contact the place of purchase.