

WARRANTY & CONDITIONS OF SALE

Manufacturers Product Warranties Statement

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 for 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.

In addition, we offer our Gliderol Warranty as set out below. The benefits given to you by our Gliderol Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our Gliderol Warranty does not exclude, restrict or modify any such statutory rights or remedies which cannot be excluded.

For products sold and installed by Gliderol, the Gliderol Warranty extends to cover defects of manufacture and costs of delivery and/or re-installation of any product repaired or replaced under the terms of the Gliderol Warranty. In all other circumstances, where the products are supplied by a third party, the Gliderol Warranty covers defects of manufacture only and does not include costs of reinstallation or delivery.

This is not intended to exclude, restrict or modify any right or remedy to which you may otherwise be entitled in respect of delivery or re-installation under the Australian Consumer Law.

Schedule of Warranty Period for Individual Components

Our Gliderol Warranty applies for the periods (the Applicable Warranty Period) stated as follows:

Gliderol Residential A, AA & B Series Roller Door

Domestic/Residential use – 7 years corrosion free(not within 800metre of a high salt concentration) on door curtain, excludes paint surface rubbing or fading.

3 month warranty on spring tension.

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

Industrial/Commercial use – 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol

Distributor or Gliderol Technician. 3 month warranty on spring tension.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

1 year only if a Non Glidermatic operator is fitted to the door.

Gliderol strongly recommends that the Gliderol residential A, AA & B Series Roller Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 24 months to ensure longevity of the products life.

Gliderol Glidermatic GRD Heavy Duty & Dual Roller Door Operator

Domestic / Residential use – 6 year parts only warranty on drive unit & motor, 1 year on electronics, limit switches, labour & workmanship. (Excludes batteries, fuses & lights globes, which have no warranty).

Industrial/Commercial use – not suitable for these applications therefore our Gliderol Warranty will not apply.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Glidermatic Heavy Duty & Dual Roller Door Operator be

serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

Gliderol Glidermatic GRD Industrial Door Operator

Industrial / Commercial use – 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses & lights globes, which have no warranty).

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Industrial GRD Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Gliderol Rollamatic Door Operator

Domestic / Residential use – 5 year parts only warranty on drive unit & motor, 1 year on electronics, limit switches, labour & workmanship. (Excludes batteries, fuses & lights globes, which have no warranty).

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Rollamatic Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

Gliderol Panelglide Sectional Overhead Door

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

3 months warranty on spring tension.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Panelglide Sectional Overhead Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

Gliderol Timba-glide/Aluglide Sectional Overhead Door

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

(Excludes timber surface coatings applied by a third party other than Gliderol, which have no warranty).

3 month warranty on spring tension.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Timba-glide/Aluglide Sectional Overhead Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12-18 months to ensure longevity of the products life.

Gliderol GTS 2000, GTS & GTS Optima Sectional Overhead Door Operator

Domestic / Residential use –

GTS 2000 & GTS - 3 years on motor only. 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses & lights globes, which have no warranty)

GTS Optima - 5 years on motor only. 2 years on electronics, components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

(Excludes batteries, fuses & lights globes, which have no warranty)

1 year on parts only on GTS 2000, GTS and GTS Optima, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol GTS 2000, GTS & GTS Optima Sectional Overhead Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

WARRANTY & CONDITIONS OF SALE

Schedule of Warranty Period for Individual Components Cont...

Our Gliderol Warranty applies for the periods (the Applicable Warranty Period) stated as follows:

Gliderol Roller Shutter

Domestic / Residential or Industrial / Commercial use – 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.
3 month warranty on spring tension.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Roller Shutter be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Gliderol Broadline Commercial Roller Door

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

3 month warranty on spring tension.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Broadline Commercial Roller Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Gliderol Renlita Speciality Doors

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

3 month warranty on spring tension.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Renlita Speciality Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Gliderol Glider-Gate Command Dor 2 Swing Gate Operators

Domestic / Residential use – 5 years motor only, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

1 year on electronics, parts, limit switches, labour & workmanship. (Excludes batteries and fuses which have no warranty). 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Glider-Gate Command Dor 2 Swing Gate Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

Gliderol Sliding Gate Operators

Domestic / Residential use – 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses and or globes).

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Sliding Gate Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

Gliderol Roller Shutter Commercial Operators

Industrial / Commercial - 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Roller Shutter Commercial Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Product Warranty Conditions

Warranty Conditions

1. Subject to the following specific limitations and exceptions, and in addition to all rights and remedies to which you may be entitled under the Australian Consumer Law, Gliderol warrants all new doors, motors and electronic components of Gliderol's manufacture, sold and installed by Gliderol, to be free from defect in workmanship under normal use and service for the Applicable Warranty Period prescribed above.
2. During the Applicable Warranty Period, Gliderol will make good any defect as described in clause 1 above by repairing or replacing the affected product or part (at its option) PROVIDED THAT notice of any claimed defect in materials or workmanship in or resulting from installation of any door shall have been given to Gliderol within the period from date of installation as prescribed above.
3. For products sold through or installed by an authorised Gliderol Distributor or other party (other than an accredited Installer Contractor nominated by Gliderol), our Gliderol Warranty covers only defects of manufacture and does not include:-
 - any defects caused by or related to the installation of that product, nor
 - the cost of delivering or re-installing a product that is repaired or replaced.This limitation does not exclude, restrict or modify any right or remedy to which you may otherwise be entitled in respect of delivery or re-installation under the Australian Consumer Law or other applicable laws, which may not be excluded.
4. Our Gliderol Warranty does not apply to any defect, loss or damage arising or caused directly or indirectly by or as a result of:-
 - (i) Any masonry rendered or other surfaces cracking or collapsing during installation of the door
 - (ii) Any defect or deterioration of timber including drying out after installation
 - (iii) Any weakening or collapse of the structure to which the doors are affixed occurring any time after installation
 - (iv) Any damage to or deterioration in the condition of the doors occurring in transit by customer nominated or appointed carrier or occurring after delivery and prior to installation
 - (v) Any defect (including defects in component parts or accessories) rising from or attributable to the failure to carry out normal preventive maintenance or adjustment
 - (vi) To any additional defect damage or deterioration arising from or attributable to the operation of the door after it is known to be defective
 - (vii) Any door being installed within 800 metres of the sea or other body of water of equivalent or greater salt concentration or in an area subject to industrial fall out
 - (viii) Any fault or surge in customer's electricity supply
 - (ix) The door striking an immovable object during travel

WARRANTY & CONDITIONS OF SALE

Product Warranty Conditions Cont..

5. Items excluded from our Gliderol Warranty are:
 - (i) Batteries
 - (ii) Fuses
 - (iii) Globes
 - (iv) Sensitivity adjustments
6. Water damage voids the Gliderol Warranty on all electronic components.
7. While Gliderol doors are long lasting and hard wearing under normal conditions our Gliderol Warranty does not extend to inherent defects in steel or other material used in the manufacture. Gliderol will however, where possible, procure and assign to the customer the benefit of the warranty of the manufacturer of the steel or other material.
8. If Gliderol has at request of a customer procured painting, powder coating or other surface application to its product, the Gliderol Warranty does not extend to such painting, powder-coating or other surface application. For this purpose, Gliderol at all times acts as agent of customer. Gliderol may, as a service to the customer but without any legal obligation to do so, assist customer to obtain redress in respect of any defect.
9. Except as is provided by the Gliderol Warranty and subject to any rights or remedies to which you may be entitled under the Australian Consumer Law or other applicable law which may not be excluded, this Gliderol Warranty supersedes and excludes all representations, warranties and conditions whether expressed or implied by law and Gliderol shall have no liability or otherwise than herein provided for any loss and damage (including consequential loss and damage, loss of use or profits) by reason of delay, defective or faulty materials or workmanship, negligence or any act, matter or thing done permitted or omitted to be done by Gliderol.
10. Gliderol reserves the right to touch up on site Colorbond and or pre-painted surfaces on its range of garage doors but, no responsibility will be taken for the possibility of any paint rubs or scuffing on the internal wash coat finish or external painted surface.
11. To make a claim under our Gliderol Warranty:
 - (a) if you purchased your product directly from Gliderol, you must send your claim to one of the addresses listed at the end of this warranty; or
 - (b) if you purchased your product from an authorised Gliderol Distributor or other non-Gliderol entity, you must make your claim through that authorised Distributor or other non-Gliderol entity.Proof of purchase MUST be provided at the time of the Gliderol Warranty claim.
Any cost incurred by you in making a claim under our Gliderol Warranty will be borne by you.
12. The Gliderol Warranty is given by:
Name: Gliderol International Pty Ltd
Company address: 32 Jacobsen Crescent, Holden Hill SA 5088
Company telephone number: +61 8 8360 0002
Company email address: int@gliderol.com.au

CONDITIONS OF SALE AND INSTALLATION DIRECTLY FROM GLIDEROL

1. The following conditions of sale and installation apply only to products sold directly by Gliderol These conditions do not apply to the sale of products by authorised Gliderol Distributors or other non-Gliderol entities.
2. THIS IS A QUOTATION ONLY – recommending type and size of doors suitable for the job. Confirmation as an order should be given by customer to Gliderol's Representative or to Gliderol's Office, "in writing" whereupon this quotation shall become a Contract for Sale and where applicable also a contract for Installation.
3. The details given in the quotation are subject to any alteration or preparation to be carried out by customer as specified on front of this quotation.
4. Where openings are not complete or actual accurate measurements cannot be taken on site, the Gliderol Doors sizes and costs given in this quotation are estimated only and would be subject to revision when accurate measurements can be taken on completion of the opening.
5. Manufacture of Gliderol Doors will not commence until accurate site measurements are available and can be checked.
6. Where Gliderol Doors are made to suit floor levels, lintel heights or opening sizes guaranteed by the customer, any departure from the given sizes will be the responsibility of the customer as will any costs involved in alteration of made-up Gliderol Doors.
7. Any delivery, and/or installation dates given are approximate only and Gliderol accepts no liability for delay from any cause whatsoever. If by any reason or Act of God, war, government or semi-government enactment, regulation or restriction, lock-out, strike, industrial dispute, fire, tempest, flood, failure or inability to obtain licenses, transport or materials or any other cause beyond Gliderol's control of delivery or installation is delayed Gliderol may extend the time of delivery or installation or if Gliderol is unable to deliver or install, the contract shall be voidable at Gliderol's option with no right to either party for damage, loss, cost or expense.
8. If these conditions of sale (which shall only be varied, modified or rescinded by written agreement executed by Gliderol) shall differ in any respect from the customer's acceptance or confirmation then these conditions shall prevail.
9. This quotation is open for acceptance for a period of 60 days from the date of quotation. Acceptance thereafter will be at the option of Gliderol and subject to its written agreement.
10. PRICE VARIATION: The prices quoted are based on current list prices for Gliderol Doors and Material and Labour at date of quotation. Any variation in these prices before completion of the Contract would be to customer's account.
11. TERMS OF PAYMENT: (i) Unless specifically varied in writing by Gliderol the terms of payment are in full on delivery (ii) If credit is extended the terms of payment are Nett 7 days. (iii) Default in payment in accordance with invoiced terms for payment will result in the customer becoming liable to pay all Gliderol's recovery costs and interest fixed at 5% of invoice value. (iv) The customer acknowledges that all right title and interest in the goods particularised hereon shall remain the property of the vendor Manufacturer until such time as payment in full has been made. At any time after delivery and prior to payment the vendor, Gliderol shall have the right to enter into and upon any premise upon which the goods may be stored or installed and remove same without its incurring any liability in relation thereto and the customer hereby appoints the vendor Manufacturer his or her servant agent and attorney for the such purposes. (v) Deposit is non-refundable if the job is cancelled by the customer/customers' agent if the door has commenced manufacture.
12. To secure to Gliderol the payment of the price the customer as owner lessee or tenant of the premises hereby charges the customers interest in the premises with the payment of the price. Gliderol may at any time after (but not before) default by the customer lodge a caveat over the customers interest in the premises.
13. Any discount applicable will not be granted if the account is unpaid after 7 days.
14. Gliderol does not itself carry out installation but will nominate an accredited Installer Contractor to carry out the work on its behalf. Installation is then a matter of separate contract with the Installer whose particulars are either provided in this Quotation or will be provided upon confirmation by the customer. Gliderol has taken all reasonable care to ensure that any Installer Contractor nominated is competent, experienced and skilled in the installation of Gliderol's doors. Gliderol will at all times use its influence to ensure any installation complaint is dealt with promptly and resolved to the reasonable satisfaction of the customer. The customer's attention is also directed to the terms of the warranty herein.
15. The installation costs cover only the work specified on the quotation and do not, unless specifically stated, include rectification of existing out-of-square openings or removal of old doors and fittings or electricity or gas fittings or the like.
16. Whilst reasonable care will be taken while drilling and fixing, Gliderol and its Installers will not be responsible for the failure, from any cause whatsoever, of any masonry or rendered surfaces while drilling or fixing by cracking or collapsing.
17. The Term "Take down old doors" or similar words used in this quotation refers only to the taking of old doors off the structure and does NOT in any way imply removal or taking away of any old doors from the property or of disposing of such doors