

## Warranty – 10 Years

Decoview endeavours to ensure all of its products are manufactured to the highest quality standards by ensuring they are manufactured and processed in accordance with Australian Standards. Decoview achieves this by designing, manufacturing, processing and assembling its Pool Perf products in Australia – that is Pool Perf is Australian Made and Manufactured.

This includes, but is not limited to, the punching, pre-treating, powder-coating and assembly of Pool Perf panels and gates.

Decoview warrants that the Pool Perf fencing products will be free from manufacturing defects for 10 years from the date of dispatch. This warranty is in addition to any governing statutes.

### 1. Warranty Coverage

Our 10 Year product warranty is given subject to the following limitations:

- All products are inspected during manufacturing and prior to delivery. Any damage incurred during or as a result of pickup, delivery or installation by a third party shall not be covered by this warranty.
- The warranty does not apply when Pool Perf fencing or Gates are installed within 1 kilometre of a marine or corrosive industrial environment or where the Pool Perf is within 1.5 metres of the edge (splash zone) of a swimming pool.
- Proof of purchase will be required prior to investigation into any warranty claim.
- No warranty claim will be considered if any payments are outstanding.
- Warranty is not transferrable.
- Use of chemicals, cleaners or abrasives such as acetone, thinners, turpentine, white spirit, chlorine, caustic or acids may discolour or affect the powder coating and will void the warranty.
- Hinges and Locks are covered under their respective manufacture's warranties.
- Should Decoview agree that a Decoview manufactured product is faulty under a warranty claim, Decoview, at its absolute discretion, has the right to choose to repair
- or swap the defective product or products. In so doing, Decoview has the right to replace any faulty product with an alternative product if such product is no longer

- available or if it is considered that the original product is not suitable.
- Decoview warranty does not cover any costs to uninstall or re-install items that are
- repaired or replaced. The warranty is limited to replacing or repairing the defective product and doesn't include the cost to return the defective item, or transport the replacement or repaired item back to site.
- Pool Perf installations in an environment that could be deemed as unusually corrosive.
- Decoview shall not be liable for injury to any property or persons or any loss arising from the use of Pool Perf.
- All panels are manufactured to Australian Standards and are tested in an approved NATA laboratory (Test Report AZT0434.19).

**General Information** - All paint finishes fade and lose gloss as a result of natural weathering. Dark colours will generally show more fading than light colours. Pool Perf fencing is finished with domestic grade quality powder coatings, however Decoview cannot warrant against natural fading or loss of gloss of the paint finish. Please refer to the 'InterponCareAndMaintenance' pdf for specific maintenance requirements.

### 2. Warranty Limitations

Specifically not covered under Decoview's Warranty:

- Scratching, abrasion, or any other damage or deterioration caused by accident, impact, or misuse.
- Any product installed within 1km of the sea.
- Decoview product that is moved from the place it was initially installed.
- Exposure to radiation, corrosive materials or fumes.
- Cast Aluminium components (such as brackets and caps), screws or fixings, or items affected by electrolysis.
- Damage caused by an act of God, act of war, storm, flooding, fire, hail or wind.
- Normal weathering, which includes a natural reduction in gloss and colour.
- Where failure of the powder-coating is the result of exposure to a temperature greater than 60°C
- Where the failure is the result of the owner not maintaining the product in accordance with the 'InterponCareAndMaintenance' pdf.

### 3. Statutory Requirements

Our Warranty doesn't limit any rights extended under Australian Consumer Law.

### 4. Attachments

Additional information and supporting documentation can be found in the downloadable attachments area of the website.

### 5. Contact Details

Should you require assistance with regards to a warranty issue, you should contact your Decoview Dealer that supplied and installed your product/s. If they are unable to assist you, please call Decoview on 1300 332 688.

## Disclaimer: Lead Referral / Installer Workmanship

This disclaimer ("Disclaimer") outlines the understanding between Decoview ("Company") and its customers regarding the installation of Pool Perf, Decoview Doors, and Decorative Screens ("Product") by recommended installers.

- The Company may recommend, or pass leads to independent third-party installers ("Installers") to customers for the installation of the Product. The Installers are not employees, agents, or representatives of Decoview, and Decoview does not have direct control over their workmanship, actions, or performance.
- While Decoview strives to recommend qualified and reputable Installers, Decoview explicitly disclaims any responsibility or liability for the workmanship, quality, performance, or any consequences arising from the installation services provided by the Installers.
- Customers engaging the services of the Installers do so at their own risk. Any disputes, concerns, damages, or losses arising from the installation process, or the workmanship of the Installers should be addressed directly with the Installers. Decoview will not be held liable for any such disputes, concerns, damages, or losses.
- Decoview encourages customers to thoroughly evaluate and assess the qualifications, experience, references, and capabilities of the Installers before engaging their services. Customers are solely

responsible for making an informed decision regarding the choice of an Installer.

- This Disclaimer does not affect any warranties, guarantees, or obligations provided by Decoview for the Product itself. Any issues related to the Product's quality, performance, or defects should be directed to Decoview according to its warranty and guarantee policies.
- By proceeding with the engagement of the recommended Installer, the customer acknowledges and agrees to the terms outlined in this Disclaimer. Decoview shall not be liable for any claims, damages, losses, liabilities, costs, or expenses arising from the workmanship or actions of the Installers.

This Disclaimer is subject to the laws and regulations of the applicable jurisdiction and may be revised or updated by Decoview without prior notice.