

1. The Supplier (Glass Outlet & Aluminium Outlet) warrants that the Customer's rights and remedies arising from a warranty against defects are in addition to other rights and remedies under any applicable law in relation to the goods and services to which the warranty relates.

1.2. The Supplier (Glass Outlet & Aluminium Outlet) does not purport to restrict, modify or exclude any liability that cannot be excluded under the Competition and Consumer Act 2010 (Cth) or any related or complementary legislation or regulations as in force and amended from time to time.

#### Warranty for Goods

1.3. The Customer must report any defect in any Goods supplied within fourteen (14) days from the date that the defect became apparent (time being of the essence).

1.4. The Supplier (Glass Outlet & Aluminium Outlet) warrants:

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 are not of acceptable quality and the failure does not amount to a major failure.

1.5. The Customer acknowledges that additional costs incurred, such as labour and/or freight, will be borne by the Customer.

1.6. If the Goods and Services are not of a kind ordinarily acquired for personal, domestic or household use or consumption, the Supplier's liability for a consumer guarantee under the Australian Consumer Law in relation to those Goods and Services is limited to, at the discretion of the Supplier (Glass Outlet & Aluminium Outlet):

1.6.1. The resupply of the Goods and Services;

1.6.2. The payment of the cost of providing the Goods and Services again.

#### Claims made under Warranty

1.7. Subject to clause 1.2, claims for warranty should be made in one of the following ways:

1.7.1. The Customer must send the claim in writing together with proof of purchase to the Supplier's business address.

1.7.2. The Customer must email the claim together with the proof of purchase & photos to the Supplier on [info@glassoutlet.com.au](mailto:info@glassoutlet.com.au);

1.7.3. The Customer must contact the Supplier on the Supplier's business number 07 3267 7968.

1.8. Goods where a claim is made are to be returned to the Supplier or are to be left in the state and condition in which they were delivered until such time as the Supplier or its Agent has inspected the Goods. Such inspection is to be carried out within a reasonable time after notification.

1.9. The Supplier (Glass Outlet & Aluminium Outlet) will not accept claims for damaged or defective Goods or for Goods returned where the Customer has not maintained proper care of the delivered Goods.

1.10. Goods are to be returned to the Suppliers (Glass Outlet & Aluminium Outlet) site from where they were purchased.