



**AFFORDABLE SHUTTERS**  
A U S T R A L I A

## ULTRA 20 SHUTTER WARRANTY

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### Warranty and repair

Warranty and Repair Policy covers the repair or replacement of its Ultra20 shutters for 20 years from the date of purchase, if found to be defective in materials or workmanship. This warranty is in addition to any other statutory obligations required in the State or Territory of the premises, and supersedes all other warranties, both expressed and implied.

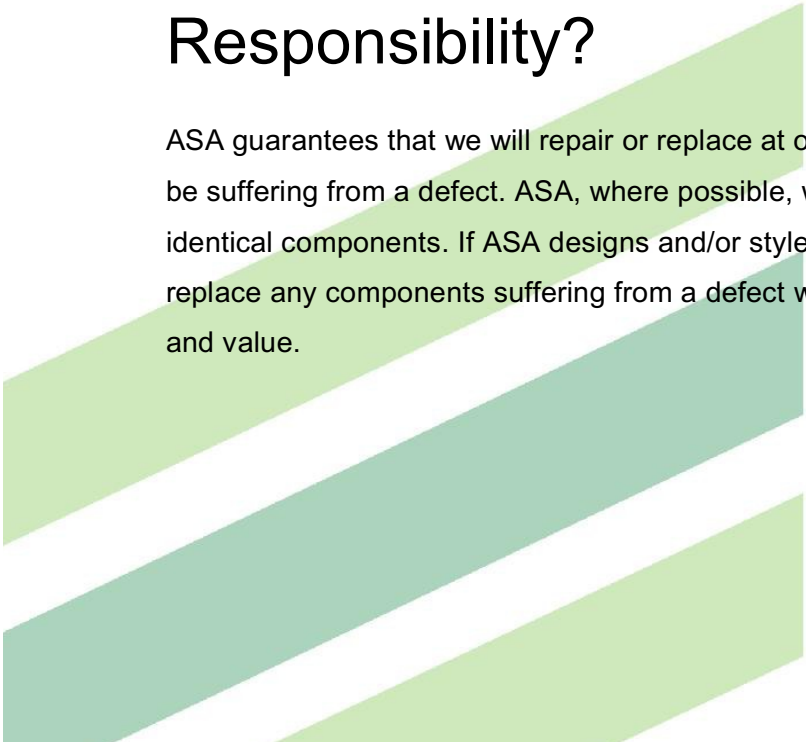
We warrant this product is free from defects within the following Acceptable Standard Guidelines

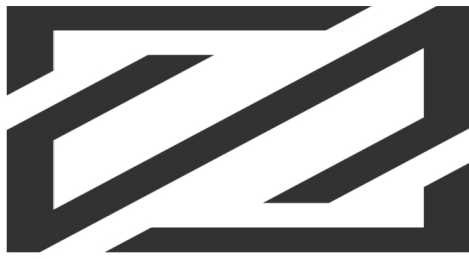
If a defect is visible with the naked eye in natural daylight at a distance of 1.5 metres, it is not acceptable:

If a defect is not visible with the naked eye in natural daylight at a distance of 1.5 metres, it is acceptable

### What is Affordable Shutters Australia Responsibility?

ASA guarantees that we will repair or replace at our sole discretion any parts or items deemed to be suffering from a defect. ASA, where possible, will repair or replace any product using identical components. If ASA designs and/or styles have been altered or upgraded, ASA will replace any components suffering from a defect with a part or product of comparable quality and value.





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## Product Use

The warranty is ex-factory and restricted to supply only. This warranty is only valid for the original purchaser or first end user, and is at the sole discretion of ASA management. The warranty excludes any shipping, labour or other associated costs with the installation or removal of shutters and all liability for consequential or incidental damages from any cause whatsoever, and does not include:

- Normal wear and tear
- Installation or the manner of application or fixing
- Installation damage to the window(s) or premises
- Misuse or abuse
- Use of the product outside the ASA specification guidelines
- Use of components not supplied by ASA
- Any alterations made to the original shutter panels as supplied
- Incorrect or insufficient care, cleaning and maintenance
- Use of silicon based sprays or abrasive cleaning agents on product
- Fire, flood or natural disasters; or Acts of God
- Defects due to any contamination or pollution due to surface dirt or staining
- Any unreasonable or unusual use or a failure to carry out normal maintenance and cleaning
- The warranties are not transferrable and are only available to the customer to whom the invoice is addressed

**NOTE: The warranty only applies when the shutters are installed internally in accordance with the distributor's instructions and are used for the intended purpose for which the shutters have been manufactured.**

## Warranty Commencement Condition

The Warranties shall be valid once the installer has provided to the customer a warranty certificate signed by the installer as issued by ASA with the product and the relevant part of the warranty certificate has been returned by the customer to ASA together with a copy of the invoice issued by the installer to the customer together with a copy of the receipt issued by the installer evidencing payment to the installer. The warranty certificate must be returned to the Distributor no later than 21 days after the completion of the installation of the shutters for the customer to be entitled to these warranties.



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## Claiming Under Warranty

When claiming under this Warranty to ASA, you must submit a completed Repair Request form through your original retailer, AND you must substantiate your claim with proof of the error or defect.

The customer must submit the form within a period of one calendar month of first detecting the defect.

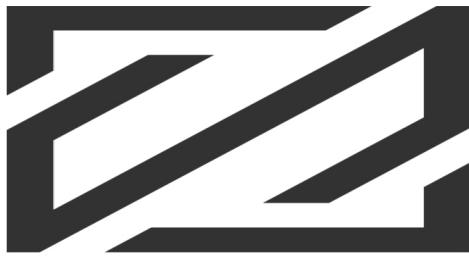
A photograph is worth a thousand words and is the quickest and easiest way of providing proof of your claim. Please ensure you have a photograph of the entire window / shutter and also a close up/ detailed photograph of the problem, sufficient to identify the problem. If the problem exists on more than one panel, you must supply a photograph for each shutter panel.

A Repair is considered to be any order that relates to a previous order, whether making a warranty claim, re-ordering or just requiring a shutter part or panel for the same job.

The Repair Request form will be assessed by ASA and if accepted as a defect of material or labour, will be processed and sent onto the factory of manufacture for re-supply.

Your repair cannot be accepted if:

- The Repair Request form is not filled out correctly or in its entirety, including measurements, details of the cause and effect and the original order information.
- You are making a claim and have not supplied the relevant photographs.
- The job had not been paid for in full in accordance with the purchase order.
- The repaired shutters will be supplied to the original retailer for the purchaser's use.
- The Warranty Certificate has not been previously submitted within the stated time.



# AFFORDABLE SHUTTERS AUSTRALIA

## Warranty Certificate

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To: AFFORDABLE SHUTTERS AUSTRALIA PTY LTD  
P O BOX 2201  
NORTH PARRAMATTA NSW 1750  
ABN 64 154 209 462

This is to certify that the person named on this certificate had installed at the property named on this certificate the ASA product know as Ultra 20 on the date specified on this certificate.

Name and address of installer: .....

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Place of installation: .....

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Date of installation: .....

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Signed by the installer: .....

Dated: .....