



B&C DOORS TERMS & CONDITIONS & WARRANTY

INTRODUCTION

GENERAL

- 2 year warranty on doors as per B&C Doors standard warranty
- Any defects must be brought to the attention of B&C Doors within 24 hours of receipt of products
- Materials quoted are subject to availability at time of acceptance
- No guarantee against bowing and twisting for doors over 2400mm high, over 1200mm wide and less than 35mm thick
- No allowance for on-site work unless noted otherwise
- No allowance for installation of doors hanging, hardware, tracks, stops or guides unless noted otherwise

SEALING

- Sealing of all edges, faces, cutouts and penetrations by others
- Plywood skins are not recommended for glass finishes due to 'showthrough'
- Plywood skins will require additional blade filling by others
- We do not recommend applying a 'two pack' paint finish to doors
- B&C Doors recommends that external doors are coated with oil based, light reflective finish

EXTERIOR DOORS

- Doors exposed to external conditions require external grade ply skins or metal cladding

TERMS & CONDITIONS & WARRANTY

Prices given are valid for a 30-day period from date of quotation. All prices are exclusive of GST. It is the purchaser's responsibility to ensure that all details on the quotation are correct. Unless otherwise agreed in writing, once the quotation is accepted by the customer and signed off, orders for the purchase of goods cannot be cancelled. Once the order has been placed, the buyer shall be liable for the full purchase price for the goods.

An upfront 50% deposit payment to B & C Doors is required prior to the commencement of manufacture of the agreed goods with the remaining balance due for payment prior to the goods leaving our factory. Cancellation or alterations will only be accepted on the day of ordering.

As well as payment, we require a signed copy of the quotation as confirmation for the order to be processed as is.

Manufacturing will not proceed until we have received both 50% deposit payment and a signed copy of the quotation.

The Purchaser agrees that any date of delivery for the goods specified by B & C Doors is an estimate only. However, B & C Doors shall undertake where possible to deliver the goods by the agreed date. Not at any time or under any circumstances shall B & C Doors be held liable by the purchaser for any loss or damage arising as a result or consequence of any failure by B & C Doors to deliver the goods by any specified time or date.

LIMITED 2 YEAR WARRANTY - Doors

Subject to the following conditions, we endeavour to supply doors that are free from defects which may render them unserviceable for the use for which they are intended. Under our warranty conditions the manufacturer agrees to repair or replace, at its discretion, without charge, any door found to be defective within the meaning of the warranty, within 2 years from the date of manufacture or date of delivery. The manufacturer will not be held responsible for additional charges relating to the installation of the door including hanging, painting or other costs arising from the replacement of doors, nor is it liable to reimburse any purchaser for doors repaired or replaced without prior written consent of the manufacturer.

It is the purchaser's responsibility to inspect all products prior to installation to ensure correct size, type and no visible defects. B & C Doors must be notified in writing within 24 hours of any defects that may be found relating to the delivered goods.

Natural variation in timber/MDF colour, texture or grain pattern is not considered a defect. Doors must be stored flat in a dry building on cleats and should not be hung in damp, moist or freshly plastered areas. As part of our warranty, we insist that the purchaser ensure doors are sealed and painted within 24 - 48 hours of receiving the doors to reduce the possibility of bowing or distortion. Door top and bottom rails must be properly sealed and painted with two coats of sealer/undercoat followed by two coats of finishing paint – semi gloss or satin are recommended.

Using oil-based primer/undercoat, reduces the risk of swelling of timber grain sometimes associated with water based primer/undercoat. The utility or structural strength must not be impaired in the fitting of the door, the application of the hardware, or cutting and altering of the door for lights, louvres, panels or any special details.

Normal show through of internal frame components shall not be considered a defect. Entrance doors are to be hung in weather protected areas. External doors must be painted in a light reflective, external finish colour to reduce heat absorption. Should a high gloss finish be required to a plywood door some blade filling may be required to achieve desired result. A maximum trim of 3mm is allowed from door edge.

HINGES

All solid doors up to 2040 x 820mm require 3 hinges, larger doors require 4 hinges or pivot.

BOWING OR WARPING

B & C Doors accepts no liability for any warp or bowing of doors which do not exceed 5mm for doors measuring up to 2100mm high x 920mm wide, or 6mm for doors over 2100mm high x 920mm wide or up to 2340mm high x 920mm wide, or 8mm for doors up to 2340mm high x 1200mm wide. The before said warp or bowing measurements are not considered a defect but within tolerance as applicable by Australian Design Standards. Doors in excess of 2340mm in height or 1200mm in width are not warranted against warp or bowing. Doors with face veneers of different species are not warranted against warp. Warp refers to distortion within the door itself, not in relation to the jambs or frame in which it is hung.

PAINTING, SEALING OR STAINING OF DOORS

When you are painting or staining a door, different types of doors – timber, customwood, fibreglass or any other material, all need to be treated differently. In all cases, doors need to be sealed on all four edges and the two faces to ensure that no moisture can penetrate through to the structure of the door. Ensure that no bare timber is exposed to moisture even where there are cut-outs for locks etc, all bare timber surfaces must be sealed. Remove hinges and paint behind hinges.

2 PACK PAINT FINISH

2 Pack Paint, or 2 Pack; Acrylic Enamel, is a paint system involving an acrylic paint Melamine (colour), and a hardener resin. When combined, these two resins result in a chemical reaction producing a hardened solution. Under normal conditions when painting a door with a 2 Pack Paint finish it results in a super high gloss finish, however when it comes to painting a large custom made 'two-piece' sliding door that is joined, it is NOT recommended to use the 2 Pack Painting method because of the possibility of the hardener cracking where both parts of the door are joined together.

STAINING DOORS

If a door is made out of natural timber, some clients prefer to stain the product. This can be done, however, tinted stain in itself is not classed as a sealer and will allow the door to absorb moisture. A topcoat of an approved varnish or approved compatible product will need to be applied over the top of the stain. Failure to do this could void the supplier warranty.

PAINTING DOORS

Doors can be sprayed, rolled or brushed with paint, each giving a different effect and coating thickness.

Interior Doors – Doors must be completely sealed with a primer as detailed above with at least one topcoat on the top and bottom edge with two coats on all the remaining edges. If the product is a natural timber door, this must be all completed with an oil based paint. A custom wood skin door can be coated with acrylic enamels so long as the door does not have a join.



COLOUR CHOICE

When choosing a colour for your exterior doors, light colours only should be used. This is because dark colours will draw heat and your door may swell, warp, or twist due to heat absorption if a dark colour is used. Most manufacturers will void a warranty if a dark colour is used. If you truly want a dark colour for an entrance door, choose a fibreglass door.

FIRE DOORS

To ensure Fire Doors comply with the Australian Standard AS1905 Part 1 - 1997, Fire Doors are required to have approved hardware fitted. To comply with the manufacturer's warranty, fire doors must never be altered in any way including drilling holes or grooves or any such thing.

TRANSIT DAMAGE

Considerable damage can occur during the delivery of doors particularly to country areas. "Special Packaging" can be requested by the purchaser which will incur an extra 'Packaging Cost' in an attempt but not guaranteed, to prevent transit damage. The manufacturer (B&C Doors) will not be deemed responsible for any transit damage after it has been dispatched from their factory.

STORAGE AFTER DELIVERY

Experience has demonstrated over many years, that warping or bowing of doors mostly occurs after they have been delivered to a construction site or storage warehouse. It is usually due to improper storage, adverse moisture conditions or doors being stored by leaning them against a wall that causes problems and not due to faulty manufacture. Doors should always be sealed on all edges and both faces and stored flat in a dry moisture free area and out of direct sun light to reduce the possibility of warping or bowing.

HANGING DOORS INSIDE A CAVITY POCKET

Where the doors are being hung inside a cavity pocket it is not recommended to hang the door until the plaster walls of the cavity pocket are completely dry. It is also recommended that the doors are completely sealed and painted on all edges and faces before they are hung inside the cavity pocket.

MOISTURE CONTENT

B&C Doors will accept no responsibility for doors when moisture content of the timber falls below 12% or exceeds 18%. B&C Doors will not accept any responsibility for conditions of doors after they are delivered and being beyond its control. However, the sales team at B&C Doors should be consulted promptly if excessive warping or bowing of the door has occurred during adverse storage conditions so they can provide assistance by discussing a possible remedy. All these conditions need to be adhered to, to ensure our limited warranty is not void.

CLAIMS UNDER WARRANTY

In order to claim under this warranty, the following conditions apply:

- Doors must have been inspected on receipt for visible defects
- Doors must have been given reasonable treatment by the purchaser and must have been stored flat in dry buildings – not hung in damp or freshly plastered areas.
- The door cannot have been left unsealed for longer than 48 hours from reception of shipment by the purchaser.
- Immediately before fitting and prior to hanging, the entire Door, including the top and bottom edges, must have received two (2) coats of sealer paint to prevent undue changes to the moisture content within the door. Semi-solid and Solid Core Doors should only be painted in flat, semi-gloss or satin finishes.
- Exterior Doors must have been finished with light reflective, exterior finish colours.
- Throughout the Warranty Period Doors must have been maintained so as to prevent deterioration from normal weather conditions.
- All solid construction Doors must have been hung with a minimum of three (3) 100mm hinges.
- The utility or structural strength of the Door must not have been impaired in the fitting of the Door, the application of the hardware or cutting and or altering the door or face veneer or any special details.
- The moisture content of the timber of the Doors must not fall below 12% or exceeds 18%.

Entrance Doors – To adhere to manufacturer warranty conditions, all entrance doors should be sealed and painted with an oil based paint on all edges and both faces. We also recommend that a timber entrance door should be coated with an high quality exterior clear coat for maximum protection, for example, Sikksens, Cabots Exterior Varnish or something of similar quality.

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EXCLUSIONS

This Warranty does not apply where:

- Doors become defective through failure to follow these recommendations or for hazards of shipment or storage, after the doors leave control of the manufacturer.
- There is a natural variation in the colour and texture of the timber (See Note below).
- There is a normal show through of frame and core components in flush Doors.
- Cracking occurs in a large custom-made two-piece door that is painted in a 2 Pack Painted finish
- There is a twist or bow not exceeding 5mm on Doors up to 2100 x 900 x 35mm or 6mm for Doors up to 2340 x 1020 x 35mm. Doors exceeding 2340 in height or 1020 in width are not guaranteed against twist or bow.
- There is shrinkage or splitting of frame members or panels in solid joinery due to atmospheric conditions.
- The doors have been ordered with external edge strips.
- Joinery and Lining Board Doors are not covered by this or any warranty unless specifically agreed to between B&C Doors and the Purchaser.
- Exterior Doors have been finished in dark colours.
- The alleged defect is an incorrect door number or caused by an incorrect door number written on the door by the manufacturer.
- The alleged defect was caused in transit by a common carrier.

NOTE: Timber is a natural product, and as such, climactic conditions can result in dimensional changes and colour variations to components. Reactions to environmental changes are outside of the manufacturer's control and are not covered by this warranty. Further note that external edge strips on doors will shrink and cause paint to crack.

This warranty does not cover accidental glass breakage or general wear and tear.

This warranty does not extend to painting and installation costs.

CLAIMS PROCEDURE

If a fault covered by the warranty occurs, the Purchaser must notify the Manufacturer in writing of the defect, the date and the place of service within seven (7) days of such defects being detected, and in any event, within the warranty period. Claims should be sent by certified mail to: B&C Doors Pty Ltd 30 Jellico Drive Scoresby 3179.

Or email to sales@bcddoors.com.au

Any claim must be accompanied by:

- proof of purchase;
- full details of the alleged defect; and
- appropriate documentation, if any (such as installation and/or sealant records).

The purchaser must allow the manufacturer or its representative (which may be a representative of the retailer) access to the door for inspection. If such inspection and testing finds no defect in the door, or finds that the doors have not been stored, installed or maintained in accordance with the manufacturer's recommendations, then the purchaser must pay for the manufacturer's usual call out and service costs.

LIMITATIONS

The Manufacturer makes no express warranties or representations other than set out in this warranty.

The repair or replacement of the door or part of the door is the absolute limit of the manufacturer's liability under this express warranty.

OTHER RIGHTS

Our goods come with a warranty 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.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.