

# ComfortHush™ WARRANTY

The following Warranty in respect of Oceania Glass ComfortHush™ laminated glass ("the Product") but excluding toughened (tempered) and heat-strengthened glass laminates is provided by the following:

Oceania Glass Pty Ltd  
ABN 99 630 152 206  
95 Greens Road, Dandenong South, Victoria, 3175.

## 1. Warranty Period and Details

Subject to the provisions of this Warranty, Oceania Glass warrants that the Product shall, for a period of **5 years** from the date of manufacture:

- (a) remain free from visible or visual defects, inclusions or faults which can be seen from a distance of at least 3 metres and which are not within the acceptable limits set out in Oceania Glass's published specifications for the Product as in force at the time of sale (a copy of which is available on request).
- (b) remain free from edge separation or delamination other than that which occurs within 6mm of the original glass edges.
- (c) will not suffer peeling or cracking of the coating under normal conditions and usage.

## 2. Warranty Coverage

This Warranty is to be read in conjunction with and is subject to the Oceania Glass "Terms and Conditions of Sale" in force at the time of sale.

In the event that the Product fails to meet the terms of the Warranty set out in section 1, and such failure is caused by the direct result of a defect in the material or manufacture of the Product, Oceania Glass will at its option replace the Product or refund the original invoice value of the Product. These remedies are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. This Warranty does not exclude, restrict or modify the application of any condition, warranty, guarantee, right or remedy conferred or implied under any provision of any statute including the *Competition and Consumer Act 2010* (Cth) as the case may be, where to do so would contravene the relevant statute.

This Warranty is provided in addition to other rights and remedies available in respect of the acquisition of products by a "consumer" (as defined in the *Competition and Consumer Act 2010* (Cth)).

The following applies in respect of Australian sales to a "Consumer" as set out in the *Competition and Consumer Act 2010* (Cth): *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.*

### 3. Conditions

The Warranty is further subject to the following conditions:

- (a) the Warranty applies only to the Product in the size, shape and form supplied by Oceania Glass to the Buyer. Any Product undergoing subsequent cutting, edge working, processing or any further alteration shall be excluded from this Warranty.
- (b) the Buyer acknowledges that the Product at the time of delivery was undamaged and free from any defects.
- (c) the Product is protected from contact with wet cement, hard foreign objects, metals and materials likely to cause abrasive damage.
- (d) the installation, cleaning and maintenance of the Product is entirely in accordance with Oceania Glass's recommendations as published in Oceania Glass's literature and any specific correspondence pertaining to this installation, and the glass components are not damaged in any way before or during installation.
- (e) the Product is installed in a manner that prevents prolonged contact with moisture at the glass edge.
- (f) the Product is not exposed to chemical fumes or gases other than those present in normal clean atmospheric air nor is subject to prolonged exposure to water or moisture, nor is exposed to radiation of any type other than normal sunlight.
- (g) the Product is not installed where temperatures greater than 70°C are likely to be experienced.
- (h) any sealant used in glazing is compatible with the laminated glass interlayer. Please consult with Oceania Glass for further details.

This Warranty does not apply where the Product has been used in any manner not in accordance with the conditions of this Warranty or the manufacturer's instructions, and will not cover any damage to a Product, or any other loss, which may be sustained as a result of the placement of any other materials on the Product by any party other than Oceania Glass or its authorized representative. This includes, but is not limited to, adhesive or security films, hydrophobic coatings, harsh or abrasive cleaners, paints, adhesives, marker pens, signage or advertising materials, or protective materials.

### 4. Reporting and Verification of Product Failure

Oceania Glass has the right to establish to its satisfaction that the Product defect or failure is in accordance with the above Warranty and that all of the above conditions have been met. Any failure of the Product shall be reported immediately to Oceania Glass. If failure of the Product is not notified to Oceania Glass within seven days of failure, the Buyer shall be deemed to have waived all rights under the Warranty (subject always to the full terms and conditions of sale).

Products must not be returned without the prior agreement of Oceania Glass. Oceania Glass may require the Product to be examined in situ to determine the cause of the failure.

All expenses of claiming in respect of this Warranty will be borne by the person making the claim. Oceania Glass may require documentation supporting the claim to be provided.

**For warranty claims or enquiries**, please contact Oceania Glass at 95 Greens Road, Dandenong South, Victoria 3175 or call **1800 810 403** or visit **www.oceaniaglass.com.au**

## 5. Exclusions

The Warranty specifically excludes any consequence of glass breakage from any cause other than defective material or manufacture of the Product and specifically excludes any consequential liabilities following installation.

Other than as expressly set out in this guarantee, and the warranties that can not be excluded under The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (and any other law), Oceania Glass excludes all other warranties, guarantees and remedies with regard to the Products including all implied warranties and guarantees. In addition, to the extent that it is able to do so, Oceania Glass excludes all liability for loss and damage (including consequential loss) where the Product is a good or service other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

## 6. Warranty of Replacement Product

Any replacement Product supplied pursuant to this Warranty shall be warranted only until the expiration of the Warranty period for the original Product.

## 7. Governing Law

This Warranty shall be governed and interpreted according to the laws applying in the State of Victoria, Australia.