



Head Office  
224-256 Heidelberg Road Fairfield VIC 3078 Australia  
P.O Box 195 Fairfield VIC 3078 Australia  
Customer Service: 1300 650 787  
t: 03 9488 3222 f: 03 9489 2459:  
info@porta.com.au www.porta.com.au

## PORTA MOULDINGS PTY LTD

### Warranty Statement

Porta Mouldings Pty Ltd (ACN 005 562 283) of 224-256 Heidelberg Road, Fairfield, Victoria, 3078 (Porta) provides the following warranty (Warranty) in relation to its handrail products (Products).

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.

If the claimant is a "consumer" under the *Australian Consumer Law*, Porta confirms the following:

*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 fail to be of acceptable quality and the failure does not amount to a major failure.*

### Warranty

Porta warrants that, subject to the terms of this Warranty and the exclusions and limitations contained herein:

- the Products are compliant to Residential (NCC Vol 2: Class 1 & 10) and Commercial (NCC Vol 1: Class 2 and NCC Class 3/9a Aged Care Facilities) requirements, complying with Australian Standard 1428.1 and 1657:2018 Appendix B4.5; and
- all parts of the manufacture and assembly of the Products will be free from defects in materials and workmanship for a period of 5 years from the date the Products are first supplied by Porta (Warranty Period).

If, before the end of the Warranty Period, a defect appears in the manufacture or assembly of a Product, and Porta finds the Product to be defective in materials or workmanship, it will, in its sole discretion, either:

- replace or repair the Product or the defective part of the Product free of charge; or
- cause the Product or the defective part of the Product to be replaced or repaired free of charge.

Porta reserves the right to replace a defective Product or part of a Product with parts and components of similar quality, grade and composition where an identical part or component is not available.



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## Warranty Claims

1. If a defect covered by Warranty appears, you must first contact Porta:
  - a) by telephone on 1300 650 787; or
  - b) by email at [info@porta.com.au](mailto:info@porta.com.au)
2. Any Warranty claim must be accompanied by:
  - a) proof of purchase;
  - b) full details of the alleged defect;
  - c) photo evidence of the alleged defect; and
  - d) any other relevant documents.
3. You must allow Porta or its authorised agent to inspect and test the Product. If that inspection and test finds no defect in the Product, you must pay Porta's usual service and testing costs.
4. Unless otherwise agreed in writing by Porta, you must pay the cost of transporting the Product to and from Porta or Porta's authorised agent and any related insurance cost.

## Exclusions

The Warranty does not apply if:

- a) the Product is not supplied by Porta in its final shape and form;
- b) the Product is altered, modified or repaired by a party other than Porta or its agent;
- c) the Product is used other than for its designed purpose;
- d) the Product is used or installed other than in accordance with Porta's instructions;
- e) the Product has not been maintained or protected in accordance with Porta's instructions;
- f) the Product is used or installed other than in accordance with applicable building codes;
- g) the Product has been subject to abnormal conditions;
- h) the Product is involved in an accident;
- i) Porta cannot find any defect in the Product after testing, inspection and assessment;
- j) the alleged defect is due to abuse, misuse, neglect (including failure to clean) or accident;
- k) the alleged defect is due to a failure to properly maintain or use the Product;
- l) the alleged defect in the Product is within acceptable industry standards or tolerances; or
- m) the alleged defect is due to a request to customise the Product.

The Warranty does not extend to:

- a) damage or defects caused by normal wear and tear;
- b) the Products being damaged by you or a third party;
- c) accidental or wilful damage, or misuse; or
- d) theft or vandalism.



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## Limitations

Porta makes no express warranties or representations other than as set out in this document.

Porta will not be liable to you or any other person in connection with this Warranty for any:

- a) consequential or indirect loss, damage or costs incurred by you or any other person; or
- b) damage to property, loss of turnover, loss of profits, loss of business or loss of good will.

Porta's liability under this Warranty is limited to repairing or replacing the Product or part of the Product.

## Contact

Porta Mouldings Pty Ltd  
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FAIRFIELD VIC 3078

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