

WARRANTY PERIOD

25 years from date of purchase

1. Subject to the conditions and limitations as stated below- Stryum Façade warrants that:
 - a. Stryum façade products will free from defects resulting from defective factory workmanship or material.
 - b. Stryum façade products will not crack, bend, or warp or break if used and installed in the correct fashion.
2. The Stryum product warranty is non-transferrable and can only be enacted by the first purchaser of the product from Stryum Façade and the last purchaser of the product prior to its installation.
3. The Stryum façade Warranty does not cover any defect, failure, fault or deterioration resulting from the following:
 - a. Any workmanship of the product's installer.
 - b. Any product not installed by a Stryum approved installer.
 - c. Any product that is installed using incorrect installation procedures.
 - d. Products that are not installed in compliance with the Building Code of Australia and/or other applicable regulations and standards.
 - e. Any unauthorised modifications to Stryum Façade products.
 - f. Any deliberate, malicious, or negligent acts.
 - g. Any chemical, mechanical, or human damage.
 - h. Acts of God.
 - i. Incorrect product storage.
 - j. Normal or reasonable wear and tear.
 - k. Use of Abrasive or harsh cleaning materials or any other cleaning practices not in accordance with the products installation or maintenance guides.
 - l. Structural movement or movement of the structure to which the product is attached.
 - m. Exposure to extreme weather conditions – (e.g. hailstorms, cyclones, sandstorms, variance in temperature of more than 45°C).
2. Stryum Façade products must be inspected by customers upon receipt. Any product defect discovered through inspection must be reported in writing to Stryum façade within 14 days of delivery.
3. The Stryum Façade warranty does not cover any powdercoated or anodised surface finishes. Please refer to the warranties of the relevant finishing organisations for surface finish warranty details.
4. The Stryum façade product warranty will cover the replacement or repair of defective Stryum products. Removal or re-installation of Stryum products will be carried out at the expense of the customer.
5. Please ensure Stryum façade products are stored undercover, out of direct sunlight and at temperatures less than 45°C. All protective films and covers must be left on during storage, and products are to be stacked above ground level on wooden pallets, no more than 20 panels high.
6. To make a claim under this warranty the customer is expected to provide proof of purchase of the product and make a written claim to Stryum Façade products either within 30 days after the defect would have become reasonably apparent or, if the defect would have been reasonably apparent prior to installation, prior to installation.

