

Solid timber joinery crafted for everlasting beauty
Warranty & Care document.



ALLKIND
JOINERY FOR LIFE since 1970



JOINERY FOR LIFE

Warranty - Timber Joinery

Coverage

1 Year - From the earlier of dispatch or collection.

Who's Covered

The original purchaser while the goods remain in their possession and control.

Remedy

Repair or replacement of defective materials or faulty workmanship (for the balance of the original term).

Our Promise

For 1 year from the earlier of dispatch or collection, we warrant that goods we manufacture are free from defective materials and faulty workmanship. If a covered issue arises, we'll repair the defect or, at our option, replace the goods or affected parts. Any repaired or replaced items continue only for the balance of the original 1-year term.

This warranty applies to the original purchaser while the goods remain in their possession and control.

Conditions of Coverage

- Timber joinery must be sealed within 48 hours and fully finished within 60 days of delivery.
- Goods must be stored dry and clean; doors should be stored flat.
- Installation must follow Australian Standards, accepted building practice, and any installation/finish instructions we supply.
- Goods must be used in a normal manner, without misuse, negligence, modification, or improper maintenance.

How to make a claim

- Inspect within 24 hours of delivery or collection.
- If you find a defect, stop using the goods.
- Notify us in writing within 7 days of discovering the issue.
- Claims must be made by the customer and include proof of purchase.
- We'll guide you through the next steps once we receive your written notice.



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What isn't Covered

- Fair wear and tear; expected timber movement/shrinkage and natural colour/grain/texture variations.
- Damage from moisture, sunlight, or heat.
- Misuse, negligence, unauthorised modification, or incorrect storage/handling.
- Proceeding with a design or timber species we advised was unsuitable for the intended use.
- Painted hardware; hardware removed/reinstalled by unqualified persons or without our consent.
- Dark-colour finishes on timber joinery (e.g., black) and associated heat-related issues.
- Costs of removal, refitting, or transport associated with a claim.
- Installation and additional/third-party products (e.g., screens, hardware etc...) — these are covered by their own supplier/manufacture warranties. If you would like specifics on warranties for these items please get in touch with our team.

Your rights under Australian Consumer Law

Nothing in this warranty limits your statutory rights. Where the Australian Consumer Law applies and we are permitted to limit remedies, our liability is limited — at our option — to repairing or replacing the goods (or paying the cost to do so) and, for services, supplying them again (or paying the cost to do so).

These rights exist independently of our warranty.



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Product Care Guide — Timber Joinery

Simple steps to help your joinery look great and last for years.

Sealing

For raw (unsealed) joinery, seal or prime within 24 hours of delivery. After the first sealer coat, fill marks and nail holes with a colour-matched filler.

For pre-sealed or pre-primed on a polished finish: Use a timber sealer (not just stain); light sand and add a clear coat annually. Or on a painted finish: Follow your paint supplier's advice for priming and finishing.

Dark colours attract more heat and may affect warranty, check with us before choosing dark tones.

Storage

Store joinery flat, off the ground, in a dry, shaded area.

Avoid wet or newly plastered areas and places with large temperature swings.

Do not overload or stack heavy items on top of joinery.

Low-E Glass Care

Clean the outside like standard glass. The inside has a delicate coating—follow the steps below.

Spray plain water generously from top to bottom to lift dust. Use soapy water (dish detergent) or a 10:1 water:vinegar mix for stubborn spots. Rinse with clean water and remove excess with a lint-free cloth. Tip: leave a very thin moisture film to air-dry for fewer streaks.

Avoid using abrasive, ammonia-based, alcohol-based, powder, alkali or acid cleaners, scrapers, blades, squeegees or metal tools.

Hardware and Associated Products

Some hardware and accessories supplied or installed with your joinery may have specific care and maintenance requirements. Refer to the relevant manufacturers website listed on the next page.

Product Care Guides for these items are typically provided at the time of delivery or collection. If you need an additional copy, feel free to reach out to our team, we're happy to help.



JOINERY FOR LIFE

Allkind Joinery - Resources

For warranty and care details on any third-party products that complement our timber joinery, please refer to the manufacturer's website.

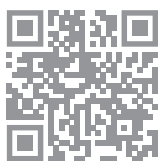
Glass & Windows

Viridian



Warranty

Viridian



Care

National Glass



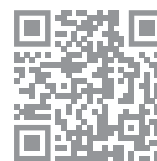
Website

Breezway Louvre Windows



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QLD Sashless Windows



Website

Screens & Track Systems

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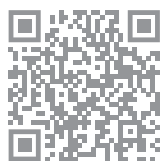
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Hardware

Lockwood



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Whitco



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Southern Design Group



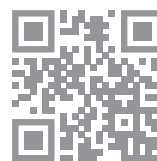
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