



# Terms and Conditions

These Terms and Conditions of sale shall apply to all sales made by the Seller and are deemed to be incorporated in any contract for sale of goods entered into by the Seller whether arising from an order received from the Buyer or resulting from a quotation or arising from oral acceptance.

These terms and conditions create a security interest in favour of the Seller for the purposes of the Personal Property Securities Act 2009.

## 1. Interpretation

In those conditions, unless the context otherwise requires:-

- Buyer means the person or company named in the sales invoice or quotation and, in the case of an individual, his executors, administrators and assigns, and of a company its successors and assigns.
- Seller means Designer Doorware Pty Ltd (ACN 076 833 451).
- Quotation means the form of quotation submitted by the Seller to the Buyer.
- Sales invoice means the document called adjustment note, proforma invoice or tax invoice issued by the Seller to the Buyer.
- Any special condition set forth in the quotation shall be read and construed to vary these printed forms and conditions but only to the extent of any inconsistency.
- Words importing the singular shall include the plural, words denoting a given gender shall include all genders and words denoting natural persons shall include corporations.

## 2. Quotations

- A Quotation given is not an offer. An order placed by the Buyer pursuant to a quotation is not binding on the Seller (including any purported variation to these Terms and Conditions of Sale contained in that Order) unless and until such order is accepted by the Seller.
- Prices in quotation on the Seller's price list are subject to change without notice.

## 3. Price and Taxes

- A minimum order value of \$55.00 (GST inclusive) applies. Back-orders are exempt from this charge.
- Any price appearing on packaging is a recommended price only. There is no obligation to comply with these recommendations.
- Goods and Services Tax (GST) shall be to the Buyer's account. Orders shipped outside of Australia are exempt from tax. When added, GST is based on the rate and method of assessment ruling at the date of invoice.
- Between the date of order and delivery, if there is an increase in the cost to the Seller to supply the goods which is beyond the control of the Seller, then this shall be to the account of the Buyer.
- All prices are in Australian dollars, unless stated otherwise.
- The current price list supersedes all previous price lists which should now be destroyed.

## 4. Delivery

All parcels will attract a freight charge. Couriers deliver during business hours and insurance is available upon request.

All prices are exclusive of GST and subject to change.

### Victorian orders per 20kg and up to 3M;

- Melbourne metro: \$28.00 net
- All other areas: \$35.00 net
- Items 1M to 3M additional charge \$80.00 net

### Express service Melbourne Metropolitan Area:

- 3hr service per 20kg and up to 3M: \$85.00 net
- 2hr service per 20kg and up to 3M: \$120.00 net
- 1hr service per 20kg and up to 3M: \$195.00 net

### Interstate orders for metropolitan areas of Australian capital cities including Newcastle:

#### Standard Service;

- \$28.00 net for all invoices under \$400.00 net
- No freight charge if net invoice value is \$400 or greater
- All other area P.O.A.

#### Express Service;

- Overnight air bag up to 3kg \$28.00 net
- Overnight air bag up to 5kg \$45.00 net
- Overnight air service for 5kg plus \$28.00 net per kg
- All other areas P.O.A.

### Back orders and Part Shipments;

- Incur freight charges

## 5. Part Deliveries

Unless agreed to the contrary in writing, the Seller reserves the right to make part deliveries of any order. Failure to make delivery of the total order shall not invalidate the sale. Where delivery is affected by part delivering the goods, the seller shall be entitled to invoice the customer for the goods delivered.

## 6. Indemnity

The buyer shall be responsible for; and shall indemnify the Seller for; loss of or damage; to the goods from the time of delivery until paid for in full.

## 7. Retention of Title

All risk in the goods passes to the Buyer upon delivery. Title in the goods remains with the Seller until all debts owing to the Seller by the Buyer (including payment for the goods) has been made in full and not withstanding any intermediate payment in settlement for any particular account. Until title of the goods passes to the Buyer, the Buyer possesses goods solely as Bailee for the Seller and will store the goods separately from other items and will mark them so that they are clearly identifiable as the Seller's property. The Buyer as a fiduciary may in the ordinary course of business, sell or deal with the goods and may, for that purpose, part with possession of the goods. This is on the condition that the proceeds of any such sale or dealing will be kept separate from other funds and immediately applied in payment to the Seller.

The Buyer may process or incorporate the goods with any other property only on the condition that the Seller retains ownership of the product. However, the product of such process or incorporation must be stored separately and marked as mentioned above and be sold in a manner that the proceeds of sale will be kept separate from other funds and immediately applied in payment to the Seller.

For the avoidance of doubt, the Seller's interest constitutes a "purchase money security interest" pursuant to the Personal Property Securities Act 2009. Pursuant to section 157(3) of the Personal Property Securities Act 2009. To this end, the Buyer waives its right to be notified of the registration of a security interest by the Seller.

## 8. Consent to Register

The Applicant hereby consents to the Seller recording the details of this Agreement on the Personal Property Securities Register (PPSR) and agrees to do all things necessary and reasonably required by the seller to affect such registration. The Applicant waives any right it may have to receive notice of the registration of any security interest(s) created by this instrument on the PPSR.

## 9. Cancellation of Order

- Unless expressly provided in writing the Buyer shall have no right to cancel any order.
- Without prejudice to any other rights the Seller may have, the Buyer shall indemnify the Seller for any loss, damage or expense incurred by the Seller should the Buyer cancel any order or part of an order.
- Custom and special finishes shall not be cancelled by the Buyer.

## 10. Dimensions, Manufacturing Methods and Finishes

- As the goods are the subject of continuous evaluation and improvement and the production methods subject to change, the Seller reserves the right to change (without notice) the construction, design, dimensions and performance of the goods.
- Certain finishes (including plated finishes) which are applied to goods are protective coatings which may wear off. The Seller is not liable for any tarnishing or excessive ware of these finishes. The Buyer acknowledges and agrees that tarnishing or excessive wear is not a defect in the goods and the Seller is not liable to accept the return of such goods under warranty. The Buyer can refer to the '25 Year Guarantee & Warranty' document for more detail.

## 11. Warranty

- All implied conditions, warranties, and undertakings other than those implied by Part 3-2 of Schedule 2 of the Competition and Consumer Act 2010 (ACL) are expressly excluded.
- The Seller's liability pursuant to these Terms and Conditions or for breach of warranty whether express or implied shall be limited, subject to section 64A of the ACL, at the Seller's option, to any one or more of the following: (i) the replacement of the goods or the supply of equivalent goods (ii) the repair of the goods; (iii) the repayment of the cost of replacing the goods or acquiring equivalent goods, but excluding the cost of fitting those goods; (iv) the payment of the reasonable cost of having the goods repaired.
- The Buyer expressly acknowledges and agrees (i) that the Seller is not liable for any advice given by its agents or employees in relation to the suitability for any purpose of goods or materials supplied by the Seller and all such advice relied upon is at the Buyer's own risk; (ii) that the warranty contained in 11(a) applies only within Australia.
- In addition to the above the Buyer expressly acknowledges and agrees to the warranty and guarantee terms set out in the Sellers detailed document titled '25 Year Guarantee & Warranty'.

## 12. Acceptance/Returns

- The Buyer shall be deemed to have accepted the goods to be of a description, quality and quantity ordered unless particulars of a claim to the contrary are notified to the Seller in writing within seven (7) days after delivery.
- An authority number for the return of goods must accompany all returns. Credits will be issued based on inspection and acceptance by the Seller. The Seller reserves the right to impose a 30% handling fee on goods returned.
- Custom and special finishes are not returnable under any circumstances and orders in respect of such shall not be cancelled by the Buyer.
- The Seller's goods come with guarantees that cannot be excluded under the Australian Consumer Law. The Buyer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. The Buyer is also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and the failure does not amount to a major failure. The benefits to the Buyer given by the warranty are in addition to other rights and remedies of the Buyer under a law in relation to the goods to which the warranty relates.
- The Seller has the right to inspect the goods or request to review photographs before accepting returns to ensure a warranty issue exists. Any issues that arise due to incorrect installation, modification to a product or fair wear and tear are not the responsibility of the Seller.
- The Seller offers a guarantee and warranty period for all defects in relation to its products. Please refer to the detailed '25 Year Guarantee and Warranty' document.
- The Buyer must contact the Seller within one month of a defect being noticed to advise of any warranty issues before goods are returned. Once the Buyer has been issued with a Return Authority Number, goods can be returned to 7 Kimpton Way, Altona, Vic 3018.
- The Seller will bear the cost of the replacement/repair of the warranty product. The Buyer is responsible for any cost incurred in the removal or installation of warranty products. All freight charges and packaging in relation to the return of goods under warranty will be the responsibility of the Buyer.
- When returning goods, the Buyer is responsible for packaging them in a transport secure manner. The Seller reserves the right to set out instructions for packaging the products and may advise you of them before you return the products. Designer Doorware will not be responsible for any loss and/or damage that may occur during transit.
- The Seller reserves the right to replace or repair warranty products with refurbished parts or components of similar description and quality, where an identical part or component is not available.

## 13. Outside Interference

The Seller shall not be liable to the Buyer for any defect, loss, damage, or delay caused by strikes, lockouts, damage to or breakdown of plant, Government Interference, acts of God, earthquake, civil commotion, war, fire, pandemics, force majeure, or any other unforeseeable circumstance beyond the control of the Seller.

## 14. Account Clients

- The Seller may, in its absolute discretion, decide whether or not to grant credit to the Buyer. Further, the granting of credit by the Seller is conditional upon the Buyer satisfying any conditions of credit that the Seller may in its absolute discretion require.
- As a precondition of granting credit, the Seller may require the provision of security in the form of a cash deposit, third party guarantee, bond or bank guarantee.
- The Seller reserves the right to cancel or, at its option, suspend all trade facilities, discounts, or rebates in the event that the Buyer fails to comply with these Terms and Conditions of Sale. The Seller may also demand payment of the whole outstanding amount immediately.
- If the Seller grants any credit facility or nominates a credit limit, this is an indication only of its intention at the time. Orders will not be dispatched if the Buyers account is over its credit limit or overdue.
- The Seller can vary or withdraw any credit facility at any time at its discretion and without any liability to the Buyer or any other party with 14 days written notice.
- All parcels will attract a freight charge. Couriers deliver during business hours and insurance is available upon request.
- Payment for all goods purchased shall be net and made within 30 days from the end of the month of the date of the Sales Invoice.
- Invoices are raised at the time the goods are dispatched and cannot be provided prior. A proforma invoice can be supplied upon request.
- Payment is to be made by direct deposit, cash, credit card or cheque. Accounts may be placed on stop supply without notice if payment is not received by the due date.

## 15. Non-Account Clients

- A deposit is required upon an order being placed. Payment for all goods must be made in full prior to dispatch of the order  
Deposit requirements are as follows:
    - For standard orders, a 30% deposit is required upon placement of the order
    - For custom and special finish orders, a 50% deposit is required upon placement of the order
- Payment of a deposit acknowledges confirmation of the order and acceptance of these terms and conditions.
- If an order is part shipped, then an additional payment will be required to ensure that the Seller upholds the minimum 30% (or 50% for custom orders) deposit on the balance of the order.
  - All parcels will attract a freight charge. Couriers deliver during business hours and insurance is available upon request.
  - Payments made by cheque require a three-day clearance period. The Seller also accepts payments by direct deposit, credit card and Eftpos. If payment is made by direct deposit, then goods will not be released until the funds have cleared into the Sellers bank account.

## 16. Default by Buyer

If the Buyer should default; then credit facilities may be withdrawn at the Seller's sole discretion, without notice. The Buyer agrees to pay all reasonable collection costs, including commission and legal charges, on all monies outstanding to the credit of the Buyer's account.

An act of insolvency including Bankruptcy, Liquidation, Receivership or Administration is deemed to be a default under these terms.

## 17. Seller's Right to Charge Interest

In the event that the Buyer fails to make payment of any monies due under any invoice issued by the Seller within the due time for payment specified therein, the Buyer hereby agrees to pay interest at the rate equivalent to 90-day bank bills as published by the Australian Financial Review (or if that is not available, an equivalent) on the due date plus one (1) per cent calculated and charged on daily rates from the due date until payment is made in full.

## 18. Credit Enquiries

The Buyer acknowledges and agrees that if the Seller considers it relevant to assessing any application for credit sought or extended or collecting overdue payments, subject always to the provisions of the Privacy Act 1988, the Seller may obtain from or provide to a credit reporting agency, another credit provider or other authorized party, a report containing personal information or personal consumer credit information of the type permitted by law and may use such information in any purpose allowed by law.

## 19. Intellectual Property Rights

The Seller retains all Intellectual Property Rights in the goods. A non-exclusive, revocable, non-sublicensable, non-sharable, non-transferrable and royalty free licence is granted to the Buyer in the Intellectual Property Rights to the extent it is necessary to use the goods. No licence is granted in the trade mark of the Seller or other marks that are capable of functioning as a trade mark.

## 20. Applicable Law

The contract shall in all respects be construed in accordance with the laws in force from time to time in the State where the Contract of Sale is made, and the parties agree to submit themselves to the Courts of that State.

The clause headings shall not affect the construction. If any of the provisions are found to be unlawful or invalid under any applicable statute or rule of law, they are to that extent deemed omitted.

Law means any Commonwealth or Australian state legislation regulations and the general law. This includes in particular the Commonwealth Competition and Consumer Act 2010 and regulations as amended from time to time as well as the Commonwealth Personal Property Securities Act 2009 and regulations as amended from time to time.

## 21. Variation

The Seller may vary these terms and conditions by notice in writing to the Buyer. If the Buyer is a Consumer, then the buyer may consider the variation and, if not acceptable, may elect not to proceed with the purchase of goods ordered before the date of the variation but which are intended to be subject to the variation. If the Buyer is not a Consumer, the Buyer agrees that goods delivered and/or ordered after the date of a notice of variation will be subject to the variation and acceptance of the goods or the placing of the order shall be deemed to be an acceptance of such varied terms and conditions.



# 25 Year Guarantee

Designer Doorware Pty Ltd guarantees their products against defects in workmanship or materials. If, within 25 years (unless specified in the warranty periods listed below) the product is found to be defective, Designer Doorware will repair and/or supply the same or an equivalent product free of charge as per Designer Doorware's Terms and Conditions of sale.

Due to the diverse range of products and finishes Designer Doorware offers, the warranty period will vary:

• Locks & door closers	2 Years
• Living finishes and Electroplated finishes	No Finish Warranty
• Powder coated finishes	No Finish Warranty
• Bullet + Stone Concrete Components	2 Years
• PVD (Physical Vapor Deposition) finishes	Limited Lifetime

## Exclusions

In addition to the warranty periods set out above, this warranty does not apply to and Designer Doorware Pty Ltd assumes no liability for the following:

- Any damage or defects caused by:
  - Improper installation or failure to follow the fitting instructions
  - Fair wear and tear, misuse, or neglect, depending on where the product has been installed, either in a private residence or commercial application
  - The product being exposed to non-standard conditions
  - Circumstances outside Designer Doorware's control including but not limited to damage caused during transit
- Any damage or defects caused to the item the product is installed onto:
  - Where the product has not been installed by Designer Doorware
  - The installation has not been conducted in accordance with the instructions that are supplied with product and available on the Designer Doorware website
  - Where the product has not been used for its original purpose by which it was designed for
- Any damage or defects which are acceptable within industry variance standards
- Failure or damage due to improper maintenance as per guidelines listed below under 'Product Maintenance'
- Damage caused by circumstances outside Designer Doorware's control
- Warranty becomes void for any Door Closer installed on the push side of an external door
- Any modifications or repairs to a product as supplied that are not conducted by us or our agents
- Indirect or consequential loss or damage
- Cost of removal and/or replacement
- Cost of freight, packaging and/or travelling time
- All finishes unless PVD are classified as soft finishes as deterioration is possible under some climatic conditions including direct sunlight
- Certain finishes (including plated finishes) which are applied to goods are protective coatings which may wear off. Designer Doorware is not liable for any tarnishing or excessive wear of such finishes. Such tarnishing or excessive wear is not a defect in the goods and the Seller is not liable to accept the return of such goods under any warranty
- No finish warranty is offered on Designer Doorware's Living Finish products, as they are designed to age and improve over time. Living finishes include raw brass, oil rubbed bronze, stainless steel, chrome plating, powder coating and other lacquered and non-lacquered or non-PVD finishes

## Limited Lifetime warranty

All PVD Finishes are covered by a limited lifetime warranty to the original purchaser who occupies the commercial premises upon which the product was originally installed, against defects in material or workmanship. Fair wear and tear and damages caused by accident, improper use, improper care or maintenance, recklessness, alteration or negligence voids the lifetime limited warranty.

Whilst PVD offers a high level of hardness durability on wear resistance it is not indestructible. Normal wear and tear such as gloss reduction, scratching, staining of the finish over time due to use, cleaning practices or atmospheric conditions are not deemed to be manufacturing defects.

## Product Design

In the interest of constantly enhancing products, Designer Doorware reserve the right to alter dimensions, materials and designs, any time without notice.

## Returning Products Under Warranty

When returning goods, the Buyer is responsible for packaging them in a transport secure manner. Designer Doorware reserve the right to set out instructions for packaging the products and may advise you of them before you return the products. Designer Doorware will not be responsible for any loss and/or damage that may occur during transit. Loss and/or damages during transit would void the warranties set out in this document.

## Product Maintenance:

### Finishing Care

All Designer Doorware products are made with superior quality materials and finishes to meet strict standards. However, it is necessary that the products be cared for during and after installation to aid in their longevity.

Our special finishes (excluding Plated and PVD finishes) are fabricated and coloured by hand; variations in size, shape and colour are a natural result of this process. Tooling marks and surface scratches are part of the character of the finished pieces.

Below is a brief outline on how to care for your Designer Doorware product, however for more detailed information please refer to the 'Finishes and Materials Care and Maintenance' guide.

### Caring for Door Handles during Installation

Cleaning new door handles should not present any problems, although more attention may be required if the installation period has been prolonged. Where surface contamination is suspected, immediate attention to cleaning will promote a trouble-free service life. It is important to know that these products need constant maintenance, or they will appear to oxidize.

### Caring for Stainless Steel Door Furniture

Clean the stainless steel when it is dirty to restore it to its original appearance. This may vary from once to numerous times a year for external application or it may be once a day for an item in hygienic or aggressive situations. Stainless steel is quite easy to clean, washing with soap or mild detergent and warm water followed by a clean water rinse is usually quite adequate for domestic and architectural conditions.

There are many cleaning products from which to choose. Depending on the type of cleaning and level of contamination, some products are better than others. Although some products are called "stainless steel cleaners" they may scratch the surface and may contain bleach which will dull, tarnish, or discolour the metal if not completely removed. We recommend using Eagle One Never Dull (available from Designer Doorware) for stubborn stains. Any rubbing should follow satin lines of the steel and always ensure thorough rinsing after cleaning.

### Caring for Living Finishes Door Furniture

For Unlacquered Polished or Satin Brass finishes, apply brass polishing compound (Brasso) with a soft cloth which will remove the patina and restore the brass to its original shine.

For all other living finishes, an occasional application of a pure, nonabrasive wax (Johnson paste wax) is helpful in preventing spotting build-up, and light buffing with a soft cloth will produce a high lustre. Do not allow materials such as toothpaste, nail polish remover or caustic cleaners to remain on the surface.

Over time, with constant cleaning, the surface of your product may begin to show wear. It is natural to see variation all over the surface which will darken or lighten where frequently touched. The wear will take the form of faint lines in the highly polished surface.

For best results, it is recommended to follow the proper cleaning routine every 6 months depending on the frequency of use.

Do not use spirits or harsh cleaners on any living finishes as it may strip away any wax or protective coating.

## Caring for Plated Finishes and PVD Coating Door Furniture

To maintain the superior finish of these plated Designer Doorware products, please ensure that only a damp cloth is used with diluted, mild detergent to remove any stains or fingerprints. It is recommended that this be done regularly and incorporated into a general cleaning routine.

Do not use harsh solvents, abrasive cleaners, scourers or any type of adhesive tape on any plated or PVD Designer Doorware products as this may affect the thickness of the protective coatings.

PVD offers a high level of hardness durability on wear resistance, however it is not indestructible and therefore normal wear and tear such as gloss reduction, scratching, staining of the finish over time due to use, cleaning practices or atmospheric conditions can occur.

## Caring for Powder Coated Door Furniture

To maintain the superior finish of these Designer Doorware products, please ensure that only a damp cloth is used with diluted, mild detergent to remove any stains or fingerprints. It is recommended that this be done regularly and incorporated into a general cleaning routine.

We recommend a light clean with use of an automotive polish to remove minor scratches by working in small sections gently.

Do not use harsh solvents, abrasive cleaners, or scourers on any of Designer Doorware's powder coated or lacquered products as this may affect the thickness of the protective coating over time.

Powder coated colour finishes may chip with rough handling, and therefore caution should be taken during maintenance and use.

## Caring for Timber Door Furniture

Scandinavian oil is applied by hand over the natural sanded timber, which enhances and protects the grain of the timber. However, the oil will fade over time and is not impervious to moisture or wear and tear.

It is recommended that these Designer Doorware timber products be re-oiled annually for interior doors and every 3 months for exterior doors or higher use areas.

Scandinavian oil can be purchased from your local hardware store, and it is recommended that you follow the oil manufacturer's instructions carefully.

## Caring for Concrete Door Furniture

To maintain concrete products, the use of warm soapy water and a clean cloth can be used to remove any stains or fingerprints. Should this not be enough to remove a stubborn stain or mark, we recommend the use of a light abrasive chemical compound such as Ajax or Windex as acceptable.

Harsh abrasives or cleaning chemicals could wear down the sealer and should be avoided where possible.

Just like granite and marble, concrete is a porous substance and is susceptible to marking and staining. The sealer works to fill these pores and will protect against spills and stains; however, we recommend acting swiftly (within a few hours) to clean up any spills that may penetrate the concrete.

Should the sealer be damaged throughout its lifetime, it can be treated and re-applied onsite with minimal fuss. In retail or commercial settings where the product will see repeated use, re-sealing is recommended every 5-10 years. In residential settings re-sealing is recommended every 10+ years.

For further information, talk to Designer Doorware's friendly specialist consultants +61 3 9300 8888 or email [customerservice@designerdoorware.com](mailto:customerservice@designerdoorware.com) for a copy of the detailed 'Finishes and Materials Care and Maintenance Guide'.

## Product Stewardship

With a greater concern for the impact that businesses have on the environment, Designer Doorware has recognised the need to do more to minimise our overall footprint, including taking responsibility for the products we manufacture for the lifetime of their use.

That is why Designer Doorware introduced a product stewardship program as part of our increased focus on our environmental policy. The stewardship program encourages the reuse and recycling of components to reduce both the manufacture of new components and the overall disposal of waste.

Each product is constructed from high quality components to ensure a quality product that is durable and results in a long product lifecycle, contributing to our commitment to a 25 year product guarantee. However, once the product has exceeded its life, we will take it back, free of-charge, to be disassembled and examined for the reuse of certain components, or the recycling of the base material, such as brass and stainless steel to be turned into a new product.

We will accept all old Designer Doorware products, including levers, accessories, pull handles, joinery, and locks, to be efficiently reused, or sustainably recycled to ensure that each product's footprint is reduced.

For more information and return details, contact us directly on +61 3 9300 8888

## Environmental Objectives

- To promote a sound awareness of, and favourable attitudes towards, the environment amongst all staff, suppliers, and customers.
- Seek to reduce, and where possible limit, any adverse impacts the company's activities may have on the local, national, and international environment.

## Environmental Policy

Designer Doorware's environmental policy establishes a framework for setting and reviewing environmental goals which Designer Doorware aims to operate by:

- Recognising its environmental obligations, both locally and globally, to future generations.
- As a progressive company, accepts its responsibility for environmental protection.
- Operates in a manner which protects the human environment, especially the health of staff, customers, and visitors.
- Endeavours to ensure that customers and visitors to its showrooms and offices are made aware of the company environmental values and the types of behaviour which might be detrimental to those values.

## Environmental Principles

To support Designer Doorware's Environmental Policy, the following principles have been developed to provide additional direction on specific issues.

Designer Doorware employs the best practicable methods to:

Conserve energy (produced by non-renewable resources, and by methods which pollute the environment).

- Conserve water resources and minimise wastewater disposal
- Minimise, and where possible, eliminate the use of harmful substances
- Ensure the correct and safe disposal of all substances
- Minimise waste generation through reduction, reuse, and recycling
- Minimise pollution – noise, visual, electromagnetic radiation, and odour
- Address environmental concerns in all planning and landscaping decisions
- Encourage procurement procedures that adhere to the principles of the environmental policy
- Encourage teaching and research activities designed to facilitate and implement the policy

Should you have any queries regarding any aspect of this document please refer your queries to:

## Designer Doorware

Head Office:  
7 Kimpton Way,  
Altona, Victoria 3018 Australia

+61 3 9300 8888  
[designerdoorware.com](http://designerdoorware.com)