

This is the warranty for all Goods and Services supplied by VENTORA Group Pty Ltd (ABN 62 087 012 226) of Level 3, 78 Waterloo Road, Macquarie Park NSW 2113 and any associated and related companies or businesses and its subsidiaries trading under various business names (all of which are referred to as VENTORA) under its Window and Door Panel or Sash Upgrade Service as advertised from 24th March 2024 (**Upgrade Warranty**).

This Upgrade Warranty must be read in conjunction with the VENTORA standard warranty (**Standard Warranty**) (available at [www.ventora.com.au](http://www.ventora.com.au)). In the event of any inconsistency, conflict or ambiguity between the terms of this Upgrade Warranty and the Standard Warranty, this addendum shall prevail to the extent of the inconsistency, conflict or ambiguity.

Unless defined in this Upgrade Warranty or if context otherwise requires, capitalised terms have the same meaning as those stated in the Standard Warranty.

This Upgrade Warranty is in force from **24th of March 2024**.

## THE WARRANTY TERM & COVERAGE

Our Goods and Services supplied under the Window and Door Panel or Sash Upgrade Service comes with the following warranty:

TYPE OF GOOD	WARRANTY TERM	WARRANTY START DATE	WHAT THIS WARRANTY COVERS
Window and Door Panel or Sash Upgrade	10 years	In the case of both Goods and Services, the date of completion of the Services.	<ul style="list-style-type: none"><li>• All upgraded Goods shall be free from defects arising from faulty workmanship or materials; and</li><li>• All Services shall be rendered with due care and skill</li></ul>

## WARRANTY OPTIONS

Your options under this Upgrade Warranty are the same as those stated in clause 5 of Our Standard Warranty.

## CONDITIONS AND EXCLUSIONS

To the full extent permitted by law, this Upgrade Warranty does not cover the following:

TYPE	EXCLUSIONS
Window and Door Panel or Sash Upgrade	<ul style="list-style-type: none"><li>• Any Window or Door components (including, without limitation, any Hardware or Moving Parts, Electrical Components, frames or cavities) that formed part of the existing assembly at the time of undertaking the upgrade, except to the extent damaged by a negligent act or omission of VENTORA or its subcontractors.</li><li>• Without limiting the foregoing, this Upgrade Warranty also excludes replacement of any existing Window or Door components not upgraded as part of this Service, that are affected by any fading, darkening or colour changes (including any existing components with a powdercoated finish on its surface).</li></ul>