

# Warranty & Maintenance

## On Barrier Fencing Products

**BARRIER FENCES** will inspect orders prior to delivery. If you find any items in your order to be damaged or faulty, then please contact your Barrier Representative immediately and do not install the product. By installing the product, you are accepting that it meets standard. If there is an issue within the warranty period stated below, proof of purchase will be required prior to any warranty claim being processed.



*\*Not within 1km of salt water.*

### INVALID WARRANTY

The warranty is not valid if the following occurs;

- Contact with water with high mineral content e.g some bore water
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- Damage of any sort caused by contact from objects, such as plant and machinery (but not limited to)
- Attachment of flora that has grown directly onto or has come into contact with the product
- Use of harsh chemicals or acid on the product
- Use of the product that is not it's intended or normal use
- Faulty installation or abuse of the product
- Angle grinder should not be used to cut fencing
- Failure to follow the maintenance instructions
- Upon inspection, any build up of moulds, salts or other matter indicates the maintenance instructions have not been followed.

The warranty does not include your costs of any defective product, costs of shipping, or cost of labour or lost time. Resultant damage is not covered under this warranty.

### MAINTENANCE

**BARRIER FENCES** recommends you follow good maintenance practices on all products. Undertake regular checks of your fence to ensure no factors stated to the left are taking effect.

Wash your fence with a mild strength cleaning product at least once a year, ensuring you are not using cleaning products or cleaning utensils that may scratch or damage the product. Avoid contact with soil, earth, and concrete.

### MAKING A CLAIM

When making a warranty claim the following details and information must be submitted;

- Account name and details
- Address of install
- Type of product
- Invoice number
- Description of fault and / or issue with product.

Please ensure you give as much information as you can.