

LIFETIME WARRANTY

TERMS & CONDITIONS



SUPERIOR PROTECTION

Built for Australian conditions



WEATHER RESISTANT

Long lasting colour & durability



BEAUTIFUL RESULTS

Premium finish, lasting longer



1 WARRANTY

CW Brands Pty Ltd ("CW Brands") warrants that Anchor Weatherblock™ Exterior Acrylic Paint ("the Product") is free from manufacturing defects and, when applied in accordance with the current Product Data Sheet (PDS) over a properly prepared and sound substrate, will resist peeling, flaking and blistering resulting solely from defects in the Product.

This warranty applies only to the original purchaser and is not transferable.



2 LIFETIME WARRANTY

For the purposes of this warranty, Lifetime means the period during which the original purchaser owns and resides in the residential property where the Product was originally applied.

For commercial, industrial, government and multi-residential applications, the warranty period is 10 years from the date of purchase unless otherwise agreed in writing by CW Brands Pty Ltd.



3 WHAT THIS WARRANTY COVERS

Subject to these Terms and Conditions, CW Brands will, at its sole discretion:

- Supply sufficient replacement Anchor Weatherblock™ product to repair the affected area; or
- Refund the original purchase price of the defective Product.

CW Brands' liability is limited solely to the remedies stated above.



4 CONDITIONS OF WARRANTY

This warranty applies only where:

- the Product has been purchased through an authorised CW Brands distributor or retailer;
- proof of purchase is provided;
- the Product has been stored in accordance with the current Product Data Sheet;
- all surfaces were correctly prepared prior to application;
- application was completed strictly in accordance with the current Product Data Sheet;
- the recommended spreading rates and number of coats were applied;
- recommended primers and undercoats were used where specified;
- the Product was applied to sound, clean and structurally stable substrates;
- the coating has received normal residential exposure and reasonable maintenance.



5 EXCLUSIONS

This warranty does not cover:

- normal weathering
- gradual colour fading
- normal loss of gloss
- chalking
- dirt accumulation
- mould, algae or fungal growth caused by environmental conditions
- cracking caused by structural or substrate movement
- water ingress from roofs, flashings, windows, plumbing or other building defects
- rising damp or excessive substrate moisture
- substrate failure
- efflorescence
- cracking of render, masonry or concrete
- application outside the recommended temperature or humidity limits
- application to damp, contaminated or poorly prepared surfaces
- damage caused by chemicals, pollution, abrasion, impact, fire, flooding, storms or other events beyond the reasonable control of CW Brands
- incorrect product selection or colour choice
- normal repainting or routine maintenance



6 WARRANTY LIMITATIONS

This warranty applies only to coating failure resulting directly from a manufacturing defect in Anchor Weatherblock™.

It does not guarantee that the coating will remain unchanged in appearance for its lifetime. Gradual weathering, colour variation, fading and cosmetic changes are normal characteristics of exterior coatings exposed to the elements.



7 MAKING A WARRANTY CLAIM

To make a warranty claim, the purchaser must notify CW Brands as soon as reasonably practicable after becoming aware of the alleged defect and provide:

- proof of purchase
- product batch number (where available)
- photographs of the affected area
- approximate application date
- details of surface preparation
- application method used
- any additional information reasonably requested by CW Brands

CW Brands reserves the right to inspect the coating before determining the validity of any warranty claim.



8 AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to, and does not limit, your rights under the Australian Consumer Law.

CONTACT US

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