



Product Warranty

15
Years
on panel structure

Limited Warranty

MYT Shutters warrants that our shutters shall be free of defects in material or workmanship



TIMBER
5 Years



POLYMER
30 Years



ALUMINIUM
10 Years

**2 Years in coastal regions*

For extensive details please refer to our website
www.mytshutters.com/warranty



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We warrant that the product supplied at the time of delivery will be:

- Of acceptable quality
- Fit for its intended purpose or use
- A close match to the sample or demonstration model you were shown
- Safe, durable and reliable

MYT Shutters warrants that our shutters shall be free of defects in material and workmanship for 5 years on Timber products, 30 years on Polymer products, 10 years on Aluminium products and 2 years for Aluminium used in coastal or high corrosion areas provided that such products were correctly installed, maintained (Please refer to the Care instructions) and such products were made or assembled exclusively from original materials and components.

MYT Shutters warrants the structure of our panels for 15 years.

Any hardware used on the product (such as hinges, screws, tracking components) is warranted to be free of manufacturing defects for a period of 5 year. Any stainless-steel hardware is warranted to be free of manufacturing defects and moisture related defects (rusting, oxidising etc.) for a period of 3 years based on proper use and maintenance. Please refer to the Care instructions.

Any paint/stains used on the product is warranted to be free of defects, including cracking, peeling and hazing for a period of 5 years. The timber substrate under a stained finish is subject to natural change of colour, from influences beyond human control. This change in colour is expected, and cannot normally be claimed as a defect under warranty. If Raw finish is supplied the warranty will be void.

The limit of liability under this warranty is to repair or replace the shutters or shutter components found to be defective at MYT Shutters sole discretion. The warranty does not include any labour costs for re-measuring, costs for removal or costs for reinstallations.

MYT Shutters has the right to perform an inspection before agreeing a warranty claim. The shutters must not be altered or modified in any way, shape or form and all original components must be used and installed by an experienced installer. This will be decided upon at MYT Shutters discretion.

Installation errors are not covered by the warranty, however, at our sole discretion we may make reasonable endeavours to help resolve installation issues that may occur from time to time. The warranty only applies to shutters correctly installed in the designated opening

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as originally intended and shall not cover bow or nonalignment in the frame or jamb in which the shutter is hung. This warranty does not cover any shutter which exceeds the limitations as described in the product manual.

Timber is a natural product, and may have some noticeable differences in the grain, pattern, paint or stain effect. This is considered an enhancement to the beauty of natural timber products and is not considered as a material defect. This means that MYT Shutters cannot guarantee exact matches for subsequent or follow up orders.

Life expectancy of a shutter will vary according to the environmental conditions and the quality of the maintenance applied. Generally speaking, timber products such as Cedar in an external application will require more maintenance compared to metal products such as Aluminium. Extreme conditions such as heat, moisture or extreme changes in these conditions may affect the shutters and the applied finish. Such extreme conditions may result in Paint (or lacquer) cracking, peeling or colour and stain variation.

No returns will be accepted for reasons other than defects in workmanship or material. They are only accepted if authorised by MYT Shutters and are notified within seven days of original receipt of goods. Proof of Delivery (P.O.D.) date must be provided and goods may only be returned by a transport provider approved by MYT Shutters. All Shutters remain the property of MYT Shutters until full payment of the invoice has been made.

What this warranty will not cover:

This warranty does not apply to conditions caused by normal wear and tear. MYT Shutters shall only repair or replace, at our discretion any warrantable defective product or part that is returned to MYT Shutters or has been inspected by MYT Shutters.

MYT Shutters will not provide a warranty on Oversized panels.

MYT Shutters will not provide a warranty on Face Fit Sliding openings where no Sideboards are ordered.

MYT Shutters will not provide a warranty on Bi Fold openings where no Bottom Track is ordered.

MYT Shutters will not provide a warranty on Double Hinged shutters where no bottom frame is ordered. Due to the weight of two panels on a single set of hinges it is usual for Double Hinged panels to sag when opened – and you may need to lift them back into the frame when closing the panels. This is normal and is not considered a product fault.

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MYT Shutters will not provide a warranty for damage to the framing where the Catch plate has not been installed and/or the end client has not been informed of the correct method to open/close the panels.

MYT Shutters will not provide a warranty on the colour fastness (fading) for custom colours in dark colours. It is expected and considered normal that dark colours will fade more quickly than light colours.

Thirty days after delivery MYT Shutters will not accept a warranty claim on Colour mismatch or Colour variation. Any claim on Colour mismatch or Colour variation must be reported within thirty days of delivery.

During normal usage the stile and rail joints will experience flexing, vibration and movement (caused by climatic change). This can sometimes cause a minor paint fracture to appear along the joint edge. This is considered normal and not a structural failure.

MYT Shutters shutter products are not a 'blackout' window covering. Please see the Blackout section of Terms and Conditions.

MYT Shutters does not warrant damage caused to the shutter, window or window frame from installation, incorrect measurements, abuse, misuse (such as repainting, reconfiguration of shutter), mishandling, accidents, flood, fire, storm (or other acts of nature), unapproved repairs, cleaning, maintenance or damage caused by moisture (including exposure to rain).

This warranty is valid only to the original purchaser and is not transferable. Claims arising under this agreement will be governed by the laws of New South Wales.

MYT Shutters excludes all liability for consequential or incidental damages for any cause whatsoever. All other rights are governed by state law in which state the shutters were originally purchased, and may vary from state to state. Some states do not allow exclusion or limitation of implied warranties, or incidental or consequential damages, so the above limitation may not apply to your state.

Please check local state law.

Current product specifications are dated 30/04/2022 but may be updated from time to time at MYT Shutters discretion. We reserve the right to make changes to our products without incurring any obligation to similarly alter products purchased previously.

