



Warranty information coverage, limitations and claiming



There is no other security screen brand on the market like Prowler Proof. We back our products with a full replacement ten year warranty.

Overview

Prowler Proof's 10 year full replacement warranty has been designed to give you confidence in your screen purchase.

Honouring this warranty is a joint arrangement between Prowler Proof and your Prowler Proof Dealer, where Prowler Proof covers the product replacement, where the product has been manufactured by Prowler Proof, and your Dealer covers the service and installation component of the process.

Warranty coverage

All Prowler Proof door and window screens are covered by a 10 year replacement warranty. You receive a new door or window screen, free of charge, if it shows defects in workmanship or materials within 10 years from the date of manufacture.

Accessories are independently covered by warranties supplied by their manufacturers:

- Prowler Proof accessories – 10 year replacement warranty when fitted with Prowler Proof doors and windows
- Locks, hinges, rollers, door closers, bug strip mo-hair – see individual manufacturer's warranties
- Assa Abloy locks and cylinders – 25 year mechanical warranty
- Speed-fit rollers – lifetime warranty
- Insect gauze – 1 year warranty

The 10 year Prowler Proof warranty is transferable, and covers the door or window screen, and manufactured accessories, in its original application.

Limitations

Prowler Proof product is intended for residential use, this warranty covers normal residential use only.

Products that are sold for commercial installations are assessed on a case by case basis by Prowler Proof.

Damage caused by the following events are not covered:

- Improper use or use other than for residential purposes

- Deliberate damage
- Alterations or repairs not made by Prowler Proof
- Neglect
- Forced or attempted forced entry
- Events outside of our control such as fire, flood, earthquake or other natural calamity, motor vehicle or other accident, strike, civil unrest, terrorism or war

Apart from the replacement of defective products, no other compensation, costs or damages are covered by this warranty. This warranty is in addition to other rights and remedies customers may have under the law in relation to the products.

How to claim

THROUGH PROWLER PROOF:

You can make a claim by completing the online form on the Prowler Proof website. Prowler Proof will refer you to the Dealer who originally sold the job.

If this Dealer is no longer operating as a Prowler Proof dealer, another dealer may be engaged by Prowler Proof to carry out the warranty process.

NOTIFICATION RECEIVED THROUGH DEALER:

You can make a claim by contacting the Dealer who originally sold the job.

In either notification instance, the Dealer notifies Prowler Proof of a warranty claim, providing:

- Original Job number/s
- Item numbers to be remade
- Reason for warranty claim, and
- Photos of claimed items

In all instances, Prowler Proof will assess the dealer claim submission and decide whether the claim is covered by warranty and if so, will arrange for replacement of the product.

