



Warranty & Guarantee Statement

At WA Glass Pet Doors, we're not just installing pet doors; we're building trust and providing peace of mind for you and your beloved pets. As a leading, highly rated local Perth business, our commitment to excellence is reflected in every aspect of our service, from the products we choose to our meticulous installation process. We stand firmly behind our professionalism, the quality of our products, and our expert workmanship.

Our Core Guarantees

Here's what you can expect when you choose WA Glass Pet Doors:

1. 1-Year Pet Door & Installation Warranty:
 - We provide a 1-year warranty on the Petway pet door unit itself, covering any manufacturing defects that might arise under normal use.
 - This warranty also extends to our installation workmanship for a period of one year from the date of completion. This covers any issues directly resulting from the installation process, ensuring your pet door functions correctly and securely.
2. Workmanship Guarantee:
 - Beyond the specific 1-year installation warranty, we promise top-tier workmanship on all aspects of our service. Our installations are performed by fully qualified and experienced glaziers who adhere to the highest industry standards. This guarantee means your pet door is installed securely, professionally, and built to last, providing a seamless and weather-tight fit.
3. Full Compliance with Australian Standards:
 - Every installation by WA Glass Pet Doors is conducted in strict adherence to Australian Standard AS1288. This is critical for both safety and the structural integrity of your glass. Our commitment to compliance ensures that your new pet door meets all necessary regulatory requirements.
4. Fully Insured Business:
 - For your complete peace of mind, WA Glass Pet Doors operates as a fully insured business. This means that in the unlikely event of any accidental damage occurring during the installation process, you are fully protected.

Exclusions

Our warranty does not cover damage caused by misuse, accidental impact (e.g., impact by pets, people, or objects), natural disasters, acts of vandalism, or normal wear and tear of the pet door flaps (which are designed to be replaceable over time). Any repairs or modifications performed by third parties not authorised by WA Glass Pet Doors will also void the warranty.



The warranty specifically excludes any consequence of glass breakage from any cause other than defective material or manufacture of the Product up to the specified design wind pressure as determined in accordance with Australian and New Zealand Standards AS/NZS 1170.2 and AS1288 and specifically excludes any consequential liabilities following installation.

Maintenance:

To ensure the longevity and continued smooth operation of your pet door, we recommend regular cleaning and occasional checks of the flap and locking mechanisms.

Claims Process

Should you encounter an issue covered by our warranty, please contact us promptly with your original invoice or proof of purchase. We'll assess the situation and arrange for a professional resolution.

Your satisfaction and your pet's happiness are at the heart of what we do. By choosing WA Glass Pet Doors, you're not just getting a pet door; you're gaining a reliable, professional local Perth business dedicated to quality and service.