



We take special care to select high quality materials and use manufacturing techniques that allow us to create products incorporating design and durability. These products have a manufacturer's guarantee against peeling and flaking due to manufacturing defects, at no additional cost, for normal (non-professional or commercial) household use, from the date of purchase (if bought in store) or date of delivery (if bought online) for the following periods: (i) Fortress Trade Exterior Multi-Surface Paint – 6 years and (ii) Fortress Trade Exterior Woodstain Satin – 8 years.

To make a claim under this guarantee, you must present your proof of purchase (such as a sales receipt, purchase invoice or other evidence admissible under applicable law), please keep your proof of purchase in a safe place. For this guarantee to apply, the product you purchased must be new, it will not apply to second hand or display products. Unless stated otherwise by applicable law, any replacement product issued under this guarantee will only be guaranteed until expiry of the original period guarantee period.

This guarantee covers product failures resulting in peeling and flaking provided the product was used for the purpose for which it is intended and subject to the correct application, cleaning, care and maintenance in accordance with the information contained in these terms and conditions, on the product packaging and standard practice, provided that standard practice does not conflict with the product instructions.

This guarantee does not cover peeling or flaking caused by structural movement in the underlying surface, defects and damage caused by normal wear and tear or damage that could be the result of improper use, faulty application, neglect, accident, misuse, or modification of the product. Unless stated otherwise by applicable law, this guarantee will not cover, in any case, ancillary costs (shipping, movement, costs of uninstalling and reinstalling, labour etc), or direct and indirect damage.

If the product is defective, we will, within a reasonable time, supply a replacement product, where the product is no longer available you will be provided with a product of similar specification and value to that originally purchased. In the event neither of these remedies are available a refund of the original purchase price will be given. The replacement product will be limited to the volume of product/s that are considered to have failed and not the total number originally purchased.

Rights under this guarantee are enforceable in the country in which you purchased this product. Guarantee related queries should be addressed to the store you purchased this product from.

The guarantee is in addition to and does not affect your statutory rights.

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