



Warranty Policy

ABN 19 557 602 339 | Adelaide, South Australia

0491 011 413 | willsflyscreenrepairs.com.au

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1. Our Commitment

We take pride in the quality of our work. This Warranty Policy sets out the warranty coverage that applies to services provided by Will's Flyscreen Repairs, and how to make a claim if something isn't right.

Nothing in this policy limits your rights under the Australian Consumer Law (ACL). Consumer guarantees apply regardless of any warranty period stated here, and we will always act in accordance with those rights.

2. Warranty Coverage at a Glance

Service Type	Warranty Period	Covers
Custom Manufactured Frames	12 months	Workmanship & materials
Mesh Replacements & Repairs	3 months	Workmanship only



3. Custom Manufactured Frames — 12 Month Warranty

3.1 What is Covered

Where we have cut and assembled aluminium frames in-house, we warrant that the frames will be free from defects in workmanship and materials for a period of 12 months from the date of installation.

This covers:

- Structural integrity of the frame (joints, corners, and connections);
- Quality of aluminium cuts and assembly;
- Spline and mesh retention where we have installed the mesh as part of the same job;
- Hardware and fittings supplied and fitted by us.

3.2 What is Not Covered

- Damage caused by misuse, accident, impact, or third parties;
- Normal wear and tear;
- Corrosion or weathering resulting from environmental exposure beyond normal Adelaide conditions;
- Colour fading or finish variation as described in our Terms and Conditions;
- Damage caused by modifications made by anyone other than Will's Flyscreen Repairs.



4. Mesh Replacements & Repairs — 3 Month Warranty

4.1 What is Covered

Where we have replaced mesh on an existing frame, or carried out a repair to an existing flyscreen, we warrant our workmanship for a period of 3 months from the date of service.

This covers:

- Mesh installation quality — spline tension, edge finishing, and retention;
- Any hardware or fittings we have replaced as part of the repair.

4.2 Why a Shorter Period

Repairs involve working with frames, components, and materials we did not manufacture. Pre-existing wear, brittleness, or deterioration in frames can affect how a repair holds over time, even where our workmanship is sound. The 3-month period reflects this and covers the period within which a genuine workmanship issue would typically become apparent.

If a concern arises after 3 months, contact us anyway. If the issue is clearly related to our workmanship rather than the age or condition of the existing frame, we will assess it in good faith and rectify where appropriate.

5. How to Make a Warranty Claim

If you believe there is a defect covered by this warranty:

- Contact us by phone on 0491 011 413 or through our website at willsflyscreenrepairs.com.au;
- Describe the issue and, where possible, include a photograph;
- Have your invoice or warranty card available — this confirms the date of service and work carried out.

We will respond within 2 business days to arrange an inspection. Our standard process is to inspect the work before committing to a remedy, so we can properly assess the cause of the issue.

Where a defect is confirmed as covered under this warranty, we will rectify it at no charge. Depending on the nature of the defect, this may involve re-doing the relevant work, replacing materials, or another appropriate remedy.



6. What Voids the Warranty

The warranty will not apply where:

- The defect results from misuse, neglect, or accidental damage;
- The screens have been tampered with, modified, or repaired by a third party after our work was completed;
- The customer was advised of a pre-existing condition at the time of service and chose to proceed regardless;
- Payment for the relevant service has not been received in full.

7. ACL Consumer Guarantees

Our warranty periods above are in addition to, not in replacement of, your rights under the Australian Consumer Law. Under the ACL, our services come with guarantees that cannot be excluded, including that services will be provided with due care and skill, and that materials supplied will be of acceptable quality.

If you have a concern that falls outside our warranty periods, your ACL rights may still apply depending on the circumstances. We encourage you to contact us to discuss.

8. Contact

For all warranty enquiries:

- Phone: 0491 011 413
- Website: willsflyscreenrepairs.com.au
- Service area: Adelaide, South Australia