

Refund, Returns & Warranty Policy

At Delta Doors, we are committed to providing high-quality products and excellent customer service. The following terms outline our policies regarding returns, refunds, and warranties. These conditions apply to all Delta Doors products, including standard, custom, fire-rated, internal, and external doors, as well as related accessories.

Refund & Return Policy

Return Eligibility

You may return eligible products within 30 days of delivery, provided that:

- The item is unused, uninstalled, and in its original condition
- It is returned in original packaging
- You provide a proof of purchase

Non-Returnable Items

Returns or refunds will not be accepted for:

- Items damaged or missing parts not caused by our error
- Requests made after 30 days of delivery
- Custom-made doors or specially manufactured items
- Faulty items reported more than 7 days after delivery
- Items damaged due to improper installation or failure to follow warranty guidelines
- Returns based solely on change of mind

Refund Process

After inspection of the returned item, you will be notified of approval or rejection. If approved, the refund will be issued to your original payment method within a few business days.

Sale Items

Only regular-priced products are eligible for refund. Sale or promotional items are non-refundable.

Exchanges

We only replace items that are defective or damaged on arrival.

To request an exchange, email sales@deltadoors.com.au and return your item to:
D8/23–25 Windsor Rd, Northmead NSW 2152

Shipping Returns

You are responsible for return shipping costs, which are non-refundable. If a refund is approved, the return shipping amount may be deducted from your total refund.

Warranty Terms & Conditions

Applies to all products supplied by Delta Doors.

General Conditions

- Timber is a natural material; variations in grain, texture, and colour are not considered defects
- Slight swelling or shrinking due to humidity is a natural characteristic of timber doors

Handling & Installation Requirements

- Store doors in a dry, protected environment away from damp or recently plastered areas
- Inspect all products on delivery; report any defects within 7 days
- All doors must be sealed with two coats of oil-based paint, stain, or varnish before hanging, including all edges and cut-outs
- Water-based finishes are not suitable for timber or timber veneer doors
- Avoid over-trimming or installing hardware at stile and rail joints
- Ensure both faces of the door are finished in similar colours to maintain balance and stability
- External and entrance doors must be installed in weather-protected areas, with loose beading facing outwards
- Doors require regular maintenance to prevent deterioration

Important Warranty Condition – Use of Dark and water-based Colours

The use of dark and water-based colours on external or entrance doors will void the warranty.

Dark finishes absorb excessive heat, which can cause warping, shrinking, or cracking. To maintain warranty coverage:

- Use light-reflective colours on all external-facing doors
- Ensure both sides of the door are finished in similar shades
- Use only oil-based colours
- If unsure, consult our team before applying any finish

Warping Allowance (Per AS 2688 Standards)

- Up to 6mm warp is acceptable for doors up to 2040mm high
- Up to 8mm warp is acceptable for doors up to 2340mm high

Warping within these limits is not considered a defect.

Warranty Limitations

Delta Doors will not be held responsible for:

- Damage due to incorrect storage, installation, or maintenance
- Use of improper coatings (including water-based products)

- Environmental moisture or climate factors beyond our control
 - Repainting, reinstallation, or labour costs related to product replacement
 - Repairs or replacements made without written consent
- This warranty does not override your rights under Australian Consumer Law.

Summary Warranty Terms and Conditions

- Natural variations in the **colour, grain, and texture** of timber are not considered defects. Minor expansion or contraction of timber, including raised panels, due to **seasonal humidity changes** is a natural characteristic and not a fault.
- The purchaser is responsible for **careful handling and proper storage** of doors. Doors must be stored or installed in **dry, well-ventilated areas**, away from **damp, moist, or freshly plastered environments**.
- When installing the door or fitting hardware, any **cutting or trimming** must remain **within the manufacturer's recommended limits**. Structural integrity must be preserved. **Avoid fitting locks or hardware directly to stile and rail joints**.
- All doors must be **inspected upon delivery** and **prior to painting or hanging**. Any visible defects must be reported to **Delta Doors Pty Ltd** within **7 days** of delivery.
- To prevent moisture absorption, apply **two coats of oil-based paint, stain, or varnish** to all surfaces of the door, including the top, bottom, edges, and any cut-outs for locks, hinges, or handles. **Turpentine, thinners, acrylics, or water-based coatings** are not suitable and will void the warranty.
- Delta Doors Pty Ltd and its agents are **not liable** for issues caused by **environmental factors beyond their control**, such as atmospheric moisture variations.
- Finishing must follow the **manufacturer's instructions** for paints or stains. **Water-based finishes are not to be used on timber or timber veneer doors** under any circumstances.
- For **external and entrance doors**, only **light-reflective colours** should be used to minimise heat absorption. The use of **dark colours will void the warranty**, as they can cause warping or shrinkage. Both sides of the door must be finished in **similar colours**.
- **Entrance doors** must be installed in **weather-protected areas**, with the **loose beading facing outward**. Regular maintenance and inspection are essential to prevent deterioration.
- Delta Doors Pty Ltd is **not responsible** for any **additional costs** related to painting, hanging, or other expenses resulting from the replacement of a defective door.
- Delta Doors Pty Ltd will **not accept liability** for products that become defective due to failure to follow these care and installation instructions once the doors have left our control.
- Any repairs or replacements undertaken without the **prior written consent** of Delta Doors Pty Ltd will not be covered under warranty.
- In accordance with **Australian Standard AS 2688 (1984 – Timber Doors)**, a warp of **up to 6mm** for doors up to **2040mm in height**, and **up to 8mm** for doors up to **2340mm**, is considered acceptable and **not classified as a defect**.

obligated to reimburse any purchaser for doors that have been repaired or replaced without obtaining prior written consent.

Need Assistance?

- For returns, warranty support, or product issues, contact us at: sales@deltadoors.com.au