

# Triline Terms & Conditions

## 1. Lead Times

- Cavity Sliders: 10–15 working days from receipt of signed confirmation sheets and/or full payment.
- Doors: 20–25 working days from receipt of signed confirmation sheets and/or full payment. Lead times must be confirmed at time of ordering.
- Custom Items: All other custom-made products require 20–25 working days. Lead times must be confirmed at time of ordering.

All lead times are estimates only and may vary based on production capacity, material availability, and order accuracy.

## 2. Pricing, Validity & Rise and Fall

- All prices are exclusive of GST.
- Quotations are valid for 30 days from the date of issue.
- Contracts or quotations exceeding 30 days are subject to rise and fall adjustments based on labour and material costs at the time of manufacture.
- Prices outside the validity period may be subject to revision.
- Doors are not included in the cavity frame price unless specifically listed.

## 3. Order Confirmation & Customer Responsibility

- The customer must thoroughly check all measurements and details on the quotation and confirmation sheets before accepting the order.
- Triline will manufacture strictly to the sizes and specifications on the signed confirmation sheets unless advised in writing prior to order acceptance.
- Custom orders cannot be altered or cancelled after 24 hours and must be paid in full.
- Only the items listed on the Estimate will be supplied. Any additional items will be charged to the customer.
- A 100% deposit and signed confirmation is required to proceed unless prior arrangements are made. Goods not paid in full will not be released.

## 4. Claims, Returns & Re-Stocking Fees

- No claims will be recognised after 7 days from receipt of product.
- Standard (non-custom) items returned will attract a 20% re-stocking fee.
- Custom-made items are non-returnable under any circumstances.
- Returned goods must be in original, unused condition. Any freight or handling associated with returns is at the customer's expense.

## 5. Sliding Door Track Systems & Door Weight

- It is the customer's responsibility to provide accurate door construction details and nominate the expected door weight at the time of ordering.
- Triline will specify and supply sliding door hardware based solely on the information provided by the customer.

- Triline accepts no liability where:
  - the door weight exceeds the nominated weight,
  - the construction differs from what was advised, or
  - the door is incompatible with the selected hardware as a result.
- Any replacement hardware, upgrades, or additional costs arising due to inaccurate or incomplete door weight information will be at the customer's expense.
- Triline will not be responsible for performance or failure of any sliding door system where the door weight exceeds the rated capacity of the hardware supplied.

## 6. Product Suitability & Fit for Purpose

Triline makes no guarantee that the products supplied are suitable for your specific application unless expressly stated in writing. The customer is responsible for ensuring the selected product meets the requirements of their project or application.

## 7. Storage, Handling & Site Conditions

Triline accepts no liability for damage to any product stored or installed in damp, moist, or freshly plastered environments, or where site conditions are unsuitable for timber products or hardware.

## 8. Door Warp Allowances

Triline accepts no liability for warp within the following tolerances, in accordance with Australian Standard AS 2688 (1984 – Timber Doors):

- Up to 5mm for doors up to 2100mm (h) × 920mm (w)
  - Up to 6mm for doors over 2100mm (h) × 920mm (w) and up to 2340mm (h) × 920mm (w)
  - Up to 8mm for doors up to 2340mm (h) × 1200mm (w)
- Doors exceeding 2340mm (h) × 1200mm (w) are not guaranteed against warp.

“Warp” refers only to distortion within the door itself, not in relation to the jambs or frame.

## 9. Warranty, Repairs & Replacements

Where an item is approved for repair or replacement under the Triline warranty, Triline's liability is limited to:

- repair to an unfinished state, or
- replacement with an unfinished equivalent product.

## 10. Timber Reveals

All timber reveals are supplied at 19mm thickness, and made from finger jointed hoop pine or American White Oak, unless otherwise specified in writing.

## 11. General

- Triline Standard Warranty and Product Specifications apply in full.
- All errors and omissions excepted (E&OE).
- Please quote your estimate or order number when proceeding, to ensure correct pricing and processing.

If you have any questions, contact Triline prior to installation.

Effective Date: Nov 2025

# Triline Door Panel Terms & Conditions

## 1. Inspection Upon Delivery

All door panels must be inspected upon delivery.  
Any visible damage or defect must be reported within 30 days of receipt.  
Claims made after 30 days or after installation will not be accepted.

## 2. Storage Requirements (AS 2688:2017 Compliant)

Doors must be stored flat on level supports, not on edge.  
Store in a dry, well-ventilated area, out of direct sunlight and away from moisture.  
Avoid storing doors in damp, humid or freshly plastered areas.  
Do not leave doors on-site unsealed or exposed to weather.

## 3. Handling

Handle doors carefully to avoid knocks or edge damage.  
Use clean gloves when handling to prevent surface contamination.  
Transport securely with protection from weather.

## 4. Sealing and Painting (AS 2688:2017 Compliant)

Failure to follow these steps will void the warranty.  
Doors must be sealed on all four edges and both faces within 7 days of delivery to site.  
Use a waterproof sealer or undercoat that prevents moisture absorption or loss.  
The bottom edge must be sealed with a waterproof undercoat before hanging.  
Once installed, all remaining surfaces including the top edge must receive minimum 2 coats of waterproof paint, varnish, or approved sealer.  
Water-based paints or diluted sealers DO NOT provide effective protection and are not acceptable.  
Your painter and/or paint supplier must warrant the sealant used.  
It is the owner's responsibility to maintain the door's sealed surfaces according to the paint manufacturer's maintenance schedule.

## 5. Installation Guidelines

Doors must be installed plumb, square, and level using correct building practices.  
Top and bottom clearances must allow for expansion as per manufacturer recommendations.  
Pocket and sliding door systems require extra care: minimal clearances mean bowed doors may scrape or bind inside the cavity.

Do not install bowed or twisted doors.

## 6. Natural Variations

Variations in colour, texture, grain, and tone are natural characteristics of timber and not considered defects.  
Visible joints or movement may occur due to environmental changes and are normal for timber products.

## 7. Moisture and Bowing

Doors exposed to moisture or unbalanced temperatures are at risk of bowing.  
This includes doors stored or installed in unsealed areas or near moisture sources.  
Bowing due to improper sealing, storage or installation is not covered under warranty.

## 8. Warranty Exclusions

Warranty is void if:

- Door is not sealed within 7 days of delivery.
- Incorrect sealers or coatings are used.
- Improper storage or handling occurs.
- The door is trimmed beyond manufacturer tolerance.
- Doors are installed in extreme or unsuitable environments without appropriate finishing.

## 9. Responsibility

It is the builder's or installer's responsibility to ensure doors are stored, sealed, and installed correctly.  
Responsibility for door condition transfers to the customer after delivery.  
Please retain this document and refer to it when handling and installing our door panels.

If you have any questions, contact Triline prior to installation.

Applies to: All door panels supplied by Triline.

Effective Date: February 2025