

## Aspect Windows – Frequently Asked Questions

Please pick the topic you are interested in:

- **Quotes and sales**
- **Warranty**
- **Technical information**
- **Catalogues and display**
- **Colour options**
- **Energy efficiency & Environment**

### Quotes and sales:

- **Q: How can I get a quote?**
  - *A: Contact us via phone; fax or email and our sales staff will assist you.*
- **Q: What do I need for a quote?**
  - *A: We prefer to quote off of a plan and/or window schedule as this means a more accurate quote for you and ensures that we can ensure the correct glazing is used. However, we can also quote off of an email or sketch; we'll call you to discuss any points that we need to clarify, so please include your contact details.*
- **Q: How long does a quote take?**
  - *A: Generally a few days. Sometimes quotes may take longer to be returned if we have to source special products.*
- **Q: How long does a quote stand for?**
  - *A: Quotes may be subject to price variation after a period of 30 days – check with our sales staff.*
- **Q: What do the diagrams on my quote represent?**
  - *A: The quote shows the windows as viewed from the outside*
- **Q: How do I order?**
  - *A: You need to return your quote to us both signed and dated. **IMPORTANT!** Please ensure that you check your quote thoroughly, as Aspect Windows will not be held liable for any mistakes after order placement.*
- **Q: What sort of deposit do I need?**
  - *A: Please discuss these requirements with our sales staff – generally 50% on placement of order and balance 3 days prior to delivery.*
- **Q: How long will it take for my windows to be manufactured?**
  - *A: Manufacturing lead-times do vary depending on how busy we are. We recommend you check your expected lead-time with our sales staff prior to placing your order.*

### Warranty:

- **Q: How long are my windows warranted for?**
  - *A: Your windows are covered by a 7 year statutory warranty with moving parts being covered for 3 years (subject to conditions). To view our full terms and conditions of sale, click [here](#)*

- **Q: Within what period of time should I paint or stain my windows?**
  - *A: Windows must be painted or stained within 30 days of delivery. Failure to do so may void warranty.*
- **Q: What warranty conditions apply concerning door panels?**
  - *A: Door panels are not deemed to be defective provided any warp or twist is less than 5mm. Please note that doors greater in height than 2405mm are unable to be warranted.*
- **Q: What do I do if I notice something does not appear to be right with my windows?**
  - *A: You **must** ensure that you contact us in writing within seven days of receiving your windows. Please refer to our full terms and conditions of sale.*

#### **Technical information:**

- **Q: How do I install my windows?**
  - *A: Please refer to technical information section of our website or the back of the banners adhered to your windows.*
- **Q: Does Aspect Windows provide installation?**
  - *A: No, we only fabricate.*
- **Q: What do I use to clean the glass on my windows?**
  - *A: We recommend you visit our suppliers website for this information, please see [www.moenglass.com.au](http://www.moenglass.com.au) or [www.viridianglass.com.au](http://www.viridianglass.com.au)*
- **Q: Should I attempt to modify my windows?**
  - *A: No! Modification of any product, unless carried out by an authorized Aspect Windows representative, will void warranty on this product.*

#### **Catalogues and Display:**

- **Q: Where can I get Aspect Windows catalogues?**
  - *A: The easiest way to get hold of our catalogues is to download the PDF's from our webpage. These constitute the most up to date and comprehensive information about our products. Alternatively, we can post some information to you, but our website is the better choice.*
- **Q: Does Aspect Windows have a showroom?**
  - *A: We do have a very small informal display at our office and we can show you our products being manufactured in the factory. If you are planning to visit us, we suggest you call ahead so that we can ensure our sales staff is available to assist you.*

#### **Colour Options:**

- **Q: Does Aspect Windows offer a range of hardware and screen colour options?**
  - *A: We do have a comprehensive range of colours available. Please download the colour option catalogues from our website.*

- **Q: The colour I am after is not listed....is it available?**
  - *A: Please consult with our sales staff if you are after any colour outside of our standard range.*

**Energy efficiency & Environment:**

- **Q: Does Aspect Windows manufacture energy efficient products?**
  - *A: Yes. To ensure that we can help do our part in ensuring a greener environment, we are proud to offer tested and rated energy efficient products. Please see the “Energy efficiency” section of our website to gain a greater insight into this topic.*
- **Q: What about environmentally sound products?**
  - *A: Timber windows are one of the most environmentally friendly window types in the world. We source our timbers from responsible providers and our production methods ensure as little waste as possible. Please see the “Environment” section of our website for more information on this important topic.*