



Gaea Dörr

Warranty

Terms and Conditions

Gaea Dörr - Warranty Terms and Conditions

- We provide a lifetime warranty on all Gaea Dörr products.

- This warranty certificate confirms the granted warranty.

- **Warranty Period :**

Warranty period is counted from the date of goods delivery to purchaser, in accordance with delivery documents.

- **This life-time warranty only covers the Gaea Dörr against the following :**

1. Damages caused by moisture and water.
2. Damages caused by termites.

** This warranty does not apply to any surface laminated on Gaea Dörr.

** This warranty does not cover prolonged immersion or continuous exposure to water, as this exceeds the product's intended use.

- **This three year warranty covers the Gaea Dörr against the following :**

1. Manufacturing defects.

- **Manufacturing defects details :**

- Cracking in door panel.
- Peeling off on lamination surface.
- Bubble on lamination surface.
- Door shape warping.

- **This warranty does not cover :**

1. If the product is not stored as per the recommended way of stacking.
2. For damages considered as an act of God.
3. If the product is not a genuine Gaea product.
4. If the product has been misused, mishandled or abused during the application process.
5. If the product has not been installed as per the suggested methods.
6. If the product has been used in other applications other than making doors.
7. If invoice copy and warranty certificate is not provided during the claim process.
8. If warranty certificate is not stamped at the point of purchase.
9. If bought from any unknown or unauthorized (physical or online) store.

- **Suggested care by Gaea :**

1. Do not nail the product. It is advisable to use stainless steel screws.
2. Recommended way of stacking the product is horizontal stacking.
3. Skilled installer should be appointed to assemble the product.
4. Use wet cloths to wipe off dust or grime.
5. Do not use any kind of acids or hard cleaning agents to clean the product.

- **Claim Process :**

1. Upon receipt of complaint, Seng Liy Engineering (M) Sdn Bhd shall depute their authorized representative for physical inspection of allegedly damaged portions of the product at the place where it has been installed or used.
2. At the time of inspection, the owner needs to submit proof of purchase (invoice, bill, etc.) issued by authorized dealer/distributor of Seng Liy Engineering (M) Sdn Bhd or by the Company.
3. On satisfactory proof of the originality of the product, Seng Liy Engineering will replace equal quantities of damaged parts.
4. A maximum of 30 days is required for addressing the issue and claim processing from the date of written complaint.



Whatsapp : +6010 822 8730
Website : www.gaea.com.my
Email : hello@gaea.com.my
Call (HQ) : +607 861 2730
Fax : +607 863 2730

SengLiy

Seng Liy Engineering (M) Sdn. Bhd.
(1071644-P)

HEADQUARTERS

No. 28, Jalan Tiram 14,
Taman Perindustrian Tiram,
Jalan Sungai Tiram,
81800 Ulu Tiram,
Johor, Malaysia.

OFFICE (Kuala Lumpur)

B-07-09,
Gateway Corporate Suites,
Gateway Kiaramas,
No. 1, Jalan Desa Kiara,
Mont Kiara, 50480 Kuala Lumpur.

SHOWROOM

BMS MALL Unit A0106,
No. 6 Jalan Kencana Mas 2/1,
Kawasan Perindustrian Tebrau III,
81100 Johor Bahru,
Johor, Malaysia.