Five Year Manufacturer Warranty Policy

Policy MS TC 02 | Version 1.0 | Effective 4 November 2026

Magniscreen™ provides a five-year manufacturer's warranty against defects in materials and workmanship in original Magniscreen insect screens under normal intended use. This policy explains the cover, exclusions and claim process.

1 Warranty period

The warranty runs for five years from the date the screen is delivered to the original customer. Please retain your invoice or other reasonable proof of purchase and delivery date. For purchases through an agent or reseller, the period starts when the screen is delivered to the end customer.

2 Products and components covered

Cover applies to original Magniscreen screens and their original supplied components, including the aluminium frame, corner pieces, mesh, magnets and other fittings, where failure results from a defect in materials or workmanship. Normal wear and accidental damage are excluded as described below.

3 Purchases through agents and resellers

Original Magniscreen screens purchased directly or through an agent or reseller qualify for this warranty. A discount does not remove warranty cover. The ten-screen limit and other eligibility conditions in the Measuring Error Resizing Terms do not apply to manufacturing-defect claims.

4 Normal use and care

Use, fit, remove and clean the screen according to Magniscreen's instructions. Avoid excessive force, harsh chemicals and abrasive cleaning. Contact us before making alterations or attempting repairs. Replacing mesh as instructed does not by itself cancel cover for unrelated original components; damage caused by the replacement work is excluded.

Warranty Claims and Exclusions

5 What is excluded

This manufacturer's warranty does not cover normal wear, ordinary cosmetic ageing, accidental damage, misuse, neglect, improper fitting or cleaning, or damage caused by animals, impacts, forced entry, fire or severe weather. These exclusions apply where the stated cause produced the damage, rather than a manufacturing defect.

Only original Magniscreen components are covered. Other brands and non-original components are excluded. If a customer asks Magniscreen to modify or alter the original product, the requested modification or alteration itself is not covered by this manufacturer's warranty, even where Magniscreen carries out the work. Original Magniscreen components retain cover for defects in materials or workmanship; faults or damage caused by the modification or alteration are excluded. This does not limit any rights under applicable consumer law.

Customer modifications, unauthorised repairs or alterations are excluded to the extent that they caused the fault or prevent assessment or repair of the affected component. Unrelated original components remain covered.

6 Measuring errors and product limitations

Incorrect customer or agent measurements, changes to the opening and a change of mind are not manufacturing defects. Customer measuring mistakes are dealt with under the separate Measuring Error Resizing Terms. Insect screens are not security barriers or fall-prevention devices and are not guaranteed to contain pets or resist monkeys, reptiles or other animals.

7 How to claim

Contact Magniscreen or the agent or reseller who supplied your screen. Provide your name, contact details, invoice number or other proof of purchase, the affected screen label if available, and a description of the problem. Photographs are not required. Please contact us promptly after discovering a fault and obtain return instructions before arranging shipping.

8 Assessment repairs and shipping

Magniscreen will assess the fault and explain the outcome. For a valid claim under this manufacturer's warranty, the remedy is repair or replacement of the defective component or screen without charge. Magniscreen will arrange and pay reasonable necessary shipping for accepted warranty claims. Any chargeable work outside warranty cover requires your approval in advance. Statutory remedies remain available as set out below.

9 Your consumer rights

This manufacturer's warranty is additional to your rights under applicable South African consumer law and does not restrict them. Where section 56 of the Consumer Protection Act applies, qualifying defective goods may be returned within six months of delivery at the supplier's risk and expense, and the consumer may choose repair, replacement or refund. Applicable statutory rights following repairs are also preserved.