

Our Commitment to Quality

At Alumatex, we're dedicated to delivering architectural aluminium systems that perform beautifully for decades. Every Alumatex product is manufactured from premium-grade aluminium and coated using advanced technology to ensure long-term durability, weather resistance, and consistent aesthetic performance.

We stand behind the quality of our battens, cladding, slats, and architectural systems with a 15-Year Manufacturer Warranty covering both structural integrity and finish — because confidence in your materials is as important as the design itself.

Warranty Coverage

The Alumatex 15-Year Warranty applies to all aluminium components and finishes under normal conditions of use and service. This warranty assures that:

- Products are free from manufacturing defects in materials and workmanship.
- Powder-coated and timber-look sublimated finishes are resistant to peeling, cracking, and excessive colour fade when maintained according to our Care & Maintenance Guide.
- Aluminium profiles are non-combustible, corrosion-resistant, and designed to maintain structural performance for their warranted life.

This warranty applies to Alumatex products installed in accordance with our installation guides and used under typical Australian environmental conditions.

What's Not Covered

The Alumatex warranty does not apply where damage or deterioration occurs due to:

- Improper installation or use outside product specifications
- Lack of recommended maintenance
- Surface contamination such as cement, plaster, sealant, or pollutants not promptly removed
- Mechanical damage, scratching, or abrasion
- Exposure to aggressive chemical agents or abnormal environmental conditions (industrial fallout, extreme marine exposure without maintenance)
- Modifications or use of non-approved fixings or accessories

For full protection, please follow the Care & Maintenance Schedule outlined in our resources.

Warranty Periods

Coverage Type	Duration	Details
Structural Integrity	15 years	Guarantee that the aluminium profiles will remain structurally sound and free from manufacturing defects.
Timber-Look and Powder Coated Finishes	15 years	Covers adhesion, flaking, and excessive fade or chalking when maintained per guidelines.

Sustainability & Certification

All Alumatex aluminium is sourced from Capral's LocAl® Green lower-carbon aluminium, ensuring reduced embodied carbon and traceable, Australian-made quality. Our coatings are VOC-free, UV-tested, and manufactured in compliance with AS 3715 (metal finishing for architectural applications).

Warranty Registration

Registering your Alumatex products ensures your warranty is activated and traceable. To register your project or order, please visit our Warranty Registration Page within 90 days of installation. You'll need your invoice or proof of purchase and installer details.

Making a Warranty Claim

If you believe your Alumatex product may be covered under warranty, please submit a claim through our Warranty Claim Form. Include the following information:

- Photos of the affected area
- Proof of purchase and installation date
- Description of the issue and location

Our customer support team will review the claim and, if approved, arrange for repair, replacement, or material credit at Alumatex's discretion.

Return Policy

Alumatex may, at its discretion, accept returns for unused products in resalable condition. Material credits or replacements will be processed in accordance with our Return Policy. Freight and handling fees may apply.

Our Promise

With Alumatex, you're investing in Australian-engineered architectural aluminium systems backed by a company known for innovation, integrity, and lasting performance. Every system we manufacture — from battens to cladding — is designed to deliver enduring quality with minimal environmental impact.

Experience peace of mind with Alumatex.
Built to last. Designed to inspire.