



Australian Government
**Department of Industry,
Science and Resources**

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**Anti-Dumping
Commission**

Australian Industry Member Questionnaire

Case number: 691

Product: Aluminium windows and doors

From: The People's Republic of China

Investigation period: 1 July 2025 to 30 June 2025

Response due by: 27 January 2026

Email enquiries to: investigations1@adcommission.gov.au

Anti-Dumping Commission website: www.adcommission.gov.au

Responses to the exporter questionnaire must be submitted via SIGBOX. Please contact the commission on the above email address to request access to SIGBOX.

TABLE OF CONTENTS

TABLE OF CONTENTS	2
GOODS UNDER CONSIDERATION.....	4
SECTION A COMPANY AND LOCATION	5
A COMPANY REPRESENTATIVE AND LOCATION.....	5
SECTION B PRODUCTION OF LIKE GOODS.....	7
B-1 PRODUCTION	7
B-2 PRODUCTS IN THE AUSTRALIAN MARKET	8
C GOODS PRODUCED AND SOLD BY YOUR COMPANY	14
D ADDITIONAL INFORMATION OR COMMENTS	15
E CERTIFICATION.....	15
SIGNATURE:	15
NAME:.....	15
POSITION:	15
CONTACT NUMBER:.....	15
DATE:	15

Why you are receiving this questionnaire?

The Anti-Dumping Commission (the commission) is investigating whether aluminium windows and doors (AWD, the goods) exported to Australia from the People's Republic of China have been exported at dumped and subsidised prices and whether these exports have caused material injury to the Australian industry. The investigation was initiated after a joint application from Ventora Group Pty Ltd and the Australian Glass and Windows Association.

The initiation notice ([ADN 2025/115](#)) on the commission's electronic public record (EPR) for the investigation provides details of the goods under consideration, the application, and the investigation procedures. This notice and other public documents relating to the investigation can be accessed at: [EPR 691](#)

The commission collects and uses information in accordance with its [collection and use of information policy](#). If you have any questions about this questionnaire, please respond by return email to investigations1@adcommission.gov.au.

What happens if you do not respond to this questionnaire?

Your company is identified as an Australian producer of AWD. The commission is seeking input from your company as a manufacturer of AWD to inform its better inform its investigation of the claims made by the applicants, understanding of the dynamics of the Australian market and the factors that may be impacting the economic condition of the Australian industry producing AWD.

You do not have to complete the questionnaire. However, your insights and participation is greatly valued.

While the commission is seeking a response to all questions in the questionnaire, you may choose to answer only some of the questions, or alternatively you may wish to lodge a submission to the commission outlining your views on relevant aspects of the investigation. Information on how to lodge a submission.

Submitting a response to the questionnaire.

Responses to the questionnaire should be lodged by email listed on the cover page. In submitting the response to the questionnaire, you must answer all questions and include attachments, where relevant.

GOODS UNDER CONSIDERATION

The goods under consideration (the goods) i.e. the goods exported to Australia, allegedly at dumped and subsidised prices are:

Aluminium windows and doors, whether fully or partially assembled, including their frames, panels, and sashes, with or without glass, whether or not thermally broken, whether or not including hardware, up to the following dimensions:

- *for window assemblies or partial assemblies (including window frames, panels and sashes), up to and including 3.0 metres high and up to and including 4.0 metres wide; and*
- *for door assemblies or partial assemblies (including door frames, panels and sashes), up to and including 3.0 metres high and up to and including 7.0 metres wide.*

Further Information

“Fully assembled” refers to a complete window or door unit in which all frames and the applicable panels and/or sash are joined together to form a complete and functional window or door assembly, whether or not glazed, whether or not thermally broken, whether or not including hardware.

“Partially assembled” refers to a fabricated aluminium frame, panel, or sash assembly that is supplied individually or connected to other frame, panel, or sash assemblies, where the combination does not yet form a complete window or door unit, whether or not glazed, whether or not thermally broken, whether or not including hardware.

Exclusions

Excluded are curtain wall products.

SECTION A COMPANY AND LOCATION

A Company representative and location

1. Please nominate a contact person within your company:

Name: Matthew Morrissey
Position in the company: Managing Director
Telephone: 08 8300 9851
E-mail address: matt@packers.com.au

2. If you have appointed a representative, provide their contact details:

Name: Clinton Skeoch
Address: Suite 101B, Level 1, Building 1, 20 Bridge St, Pymble NSW 2073
Telephone: 02 9498 2768
E-mail address: ceo@agwa.com.au

In nominating a representative, you are granting authority to the commission to discuss matters relating to the case with the nominated representative, including your company's confidential information.

3. Do you authorise the commission to respond to limited enquiries from the Australian Glass and Windows Association (AGWA) regarding your company's participation in the investigation, such as confirming engagement or providing general progress updates? This authority does not extend to accessing or discussing any confidential information relating to your company (if you have appointed the AGWA as your representative in question 2, please mark "not applicable")

Not Applicable.

4. Please provide the location of your company's production plant manufacturing aluminium windows and doors

205 Magill Rd Maylands SA (Showroom)
102-106 Mooringe Ave, North Plympton SA 5037 (Manufacturing & Fabrication)

5. What is the legal name of your business?

Geoffery Packer & Co Pty Ltd

6. Does your company trade under a different name and/or brand? If yes, provide details.

Packers

7. Was your company ever known by a different legal and/or trading name? If yes, provide details.

No

8. What is the overall nature of your company's business? Include details of the products that your company manufactures and sells and the market your company sells into.

Packers is a proud, family-owned business that has been operating since 1967. With more than 55 years of experience, the company has established a reputation for producing high-quality windows and building products. This long-standing commitment to excellence is reflected in every aspect of their work.

The team at Packers believes that every detail of a project contributes to its overall design and liveability. We manufacture a full range of high-quality aluminium windows and doors right here in South Australia, and we take pride in delivering products that combine craftsmanship, performance, and fast local turnaround. Because we fabricate everything ourselves, we're able to offer quicker delivery straight from our factory to your site while maintaining tight control over quality at every stage. Our window range includes fixed, awning, casement, sliding, double-hung, bifold, stacking and sash less windows and the associated doors—each engineered to provide smooth operation, strong weather performance, excellent ventilation, and high performance energy efficiency through a wide range of double glazing and thermally broken systems. We build products suited to traditional homes, contemporary architecture, and large-scale commercial projects, ensuring durability, style, and seamless integration across applications. With a skilled team experienced in complex installations and an award-winning reputation recognised by MBA SA and AGWA, we're committed to delivering aluminium window and door solutions that meet the highest expectations.

SECTION B PRODUCTION OF LIKE GOODS

B-1 Production

1. The goods the subject of the application (the goods) are:
Aluminium windows and doors, whether fully or partially assembled, including their frames, panels, and sashes, with or without glass, whether or not thermally broken, whether or not including hardware, up to the following dimensions:
 - *for window assemblies or partial assemblies (including window frames, panels and sashes), up to and including 3.0 metres high and up to and including 4.0 metres wide; and*
 - *for door assemblies or partial assemblies (including door frames, panels and sashes), up to and including 3.0 metres high and up to and including 7.0 metres wide.*

Further Information

- “Fully assembled” refers to a complete window or door unit in which all frames and the applicable panels and/or sash are joined together to form a complete and functional window or door assembly, whether or not glazed, whether or not thermally broken, whether or not including hardware.
- “Partially assembled” refers to a fabricated aluminium frame, panel, or sash assembly that is supplied individually or connected to other frame, panel, or sash assemblies, where the combination does not yet form a complete window or door unit, whether or not glazed, whether or not thermally broken, whether or not including hardware.

Exclusions

Excluded are curtain wall products.

2. Please detail the products you produce as described in the above goods description. It may also be useful for you to provide a product brochure or catalogue.

The Packers product range includes:

Aluminium windows and doors

- At Packers we manufactured all products in our factory based locally in South Australia. Packers window & door products cater to a wide range and diverse project requirements, from large-scale commercial builds to architecturally designed homes.
- Our multifaceted range of products means that we can adapt to all clients needs for all levels of residential budget builds through to complex high performance residential windows and doors.
www.packers.com.au/aluminium-windows-and-doors/

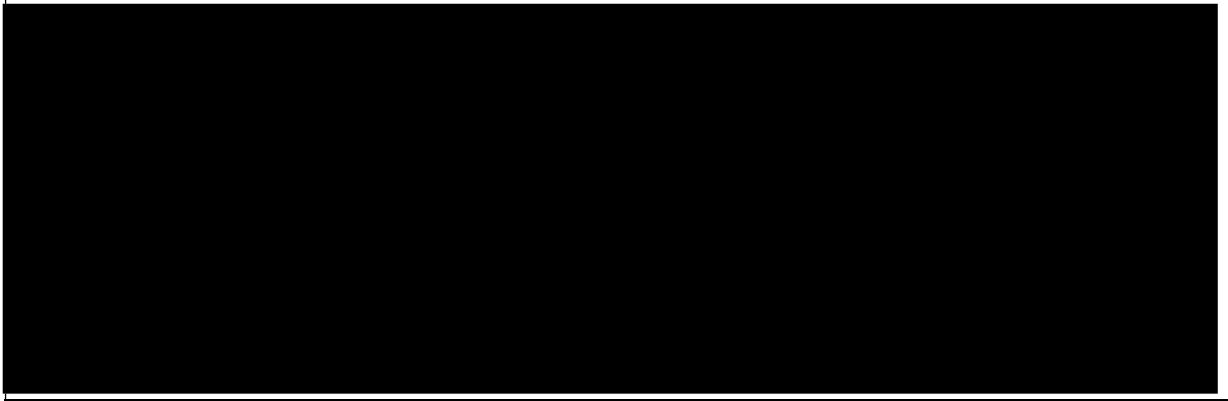
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[REDACTED]

3. Please list the main raw material inputs and provide the source of those supplies, both locally sourced and imported.

Key inputs include local aluminium system extrusions, processed glass, hardware, and consumables/other materials.

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B-2 Products in the Australian market

4. In relation to the Australian market for AWD, please outline:

- sources of demand for AWD
- causes of demand variability (e.g. seasonal fluctuations, factors contributing to overall market growth or decline, government regulation, or developments in technology affecting either demand or production)
- the presence of market segmentation, such as geographic or product segmentation, or market segmentation relating to different end uses of
- the way in which the imported and Australian-manufactured AWD compete
- any other factors influencing competition within the Australian market for AWD.

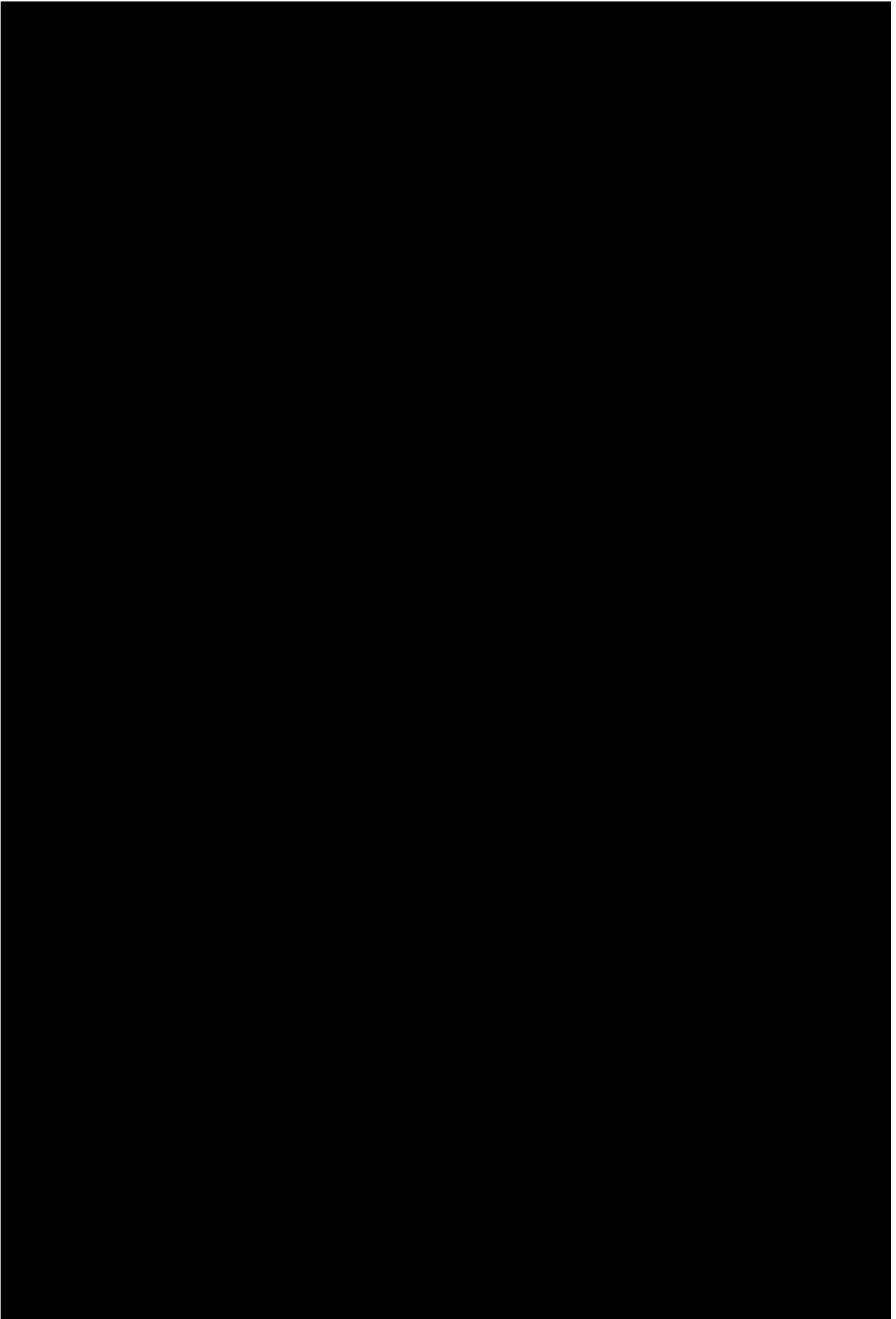
Demand for AWD in Australia is primarily driven by:

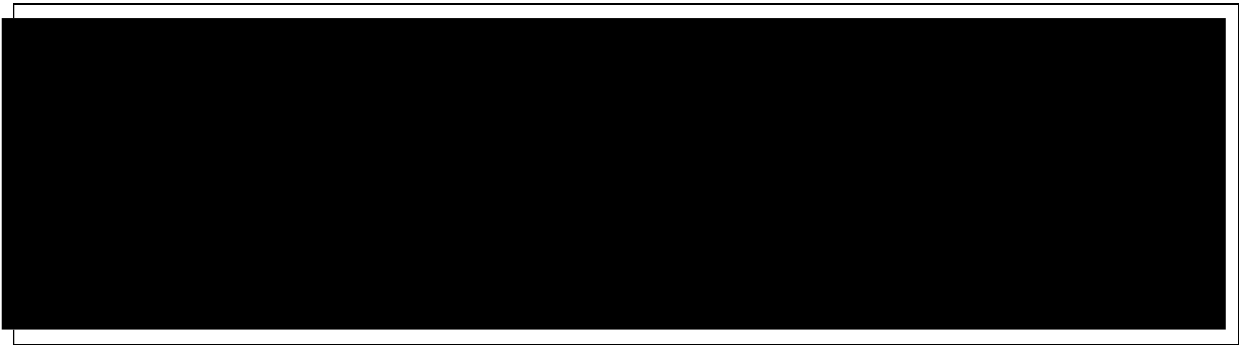
- High-end residential housing
- General detached housing and extensions.
- Commercial construction
- Multi-residential apartments
- Institutional buildings
- Renovation and maintenance markets
- Consumer trends toward energy efficiency and comfort, increasing insulated glass and performance-frame specification.

These segments collectively shape the overall Australian market demand for aluminium window and door systems and glazing.

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5. In relation to the range of AWD offered for sale in the Australian market, please outline:
- sources and availability of supply
 - product range or specification differences between Australian manufactured and overseas supplied goods
 - any actual or perceived quality differences between Australian manufactured and overseas supplied goods
 - any actual or perceived price differences between Australian manufactured and overseas supplied goods.

The Australian AWD market is supplied through a mix of domestic manufacturing, local component suppliers, and fully imported finished systems, all of which shift in availability depending on market conditions, project types, and pricing pressures. Local fabricators produce a wide range of window and doors systems using established Australian systems from suppliers like AWS, Alspec and Carpal etc, supported by their broad and more thoroughly tested range of systems and their strong R&D and testing capability. Some vertically integrated window manufacturers further strengthen local supply. Imported finished windows and doors—primarily from China—are increasingly present and consistently cheaper, and while quality can vary it is improving.

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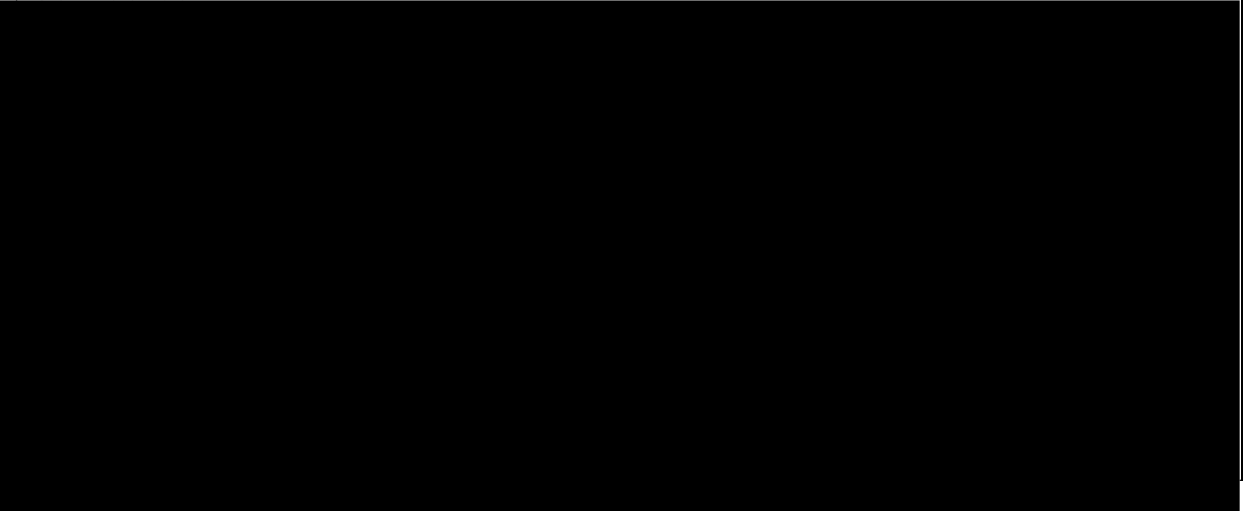
6. In the **last five years**, have there been any notable changes in:
- consumer preferences for the goods, (e.g. new products within the goods description, new substitute products, preference for Australian produced over imported goods)
 - availability of supply to the Australian market (e.g. new participants)
 - ability of Australian industry to supply (e.g. product range, timeliness, limits on production capacity)
 - demand for the goods (e.g. increased construction and/or industrial activity)
 - conditions of competition for the goods.

Consumer preferences have shifted noticeably in the past five years, with buyers placing far greater importance on energy efficiency and overall performance, driving stronger demand for double glazing, thermally broken frames, higher-spec designs and bigger windows. This trend is led mainly by more affluent homeowners who increasingly “over-specify” for comfort rather than simply meeting minimum code requirements.

At the same time, the high-end residential market has reinforced its preference for quality products because of trust, service, and long-term reliability, while commercial and apartment sectors remain almost entirely price-driven with little movement toward other considerations.

Equally we have not seen a major shift toward new substitute materials—preferences have evolved, but the fundamental product categories remain the same.

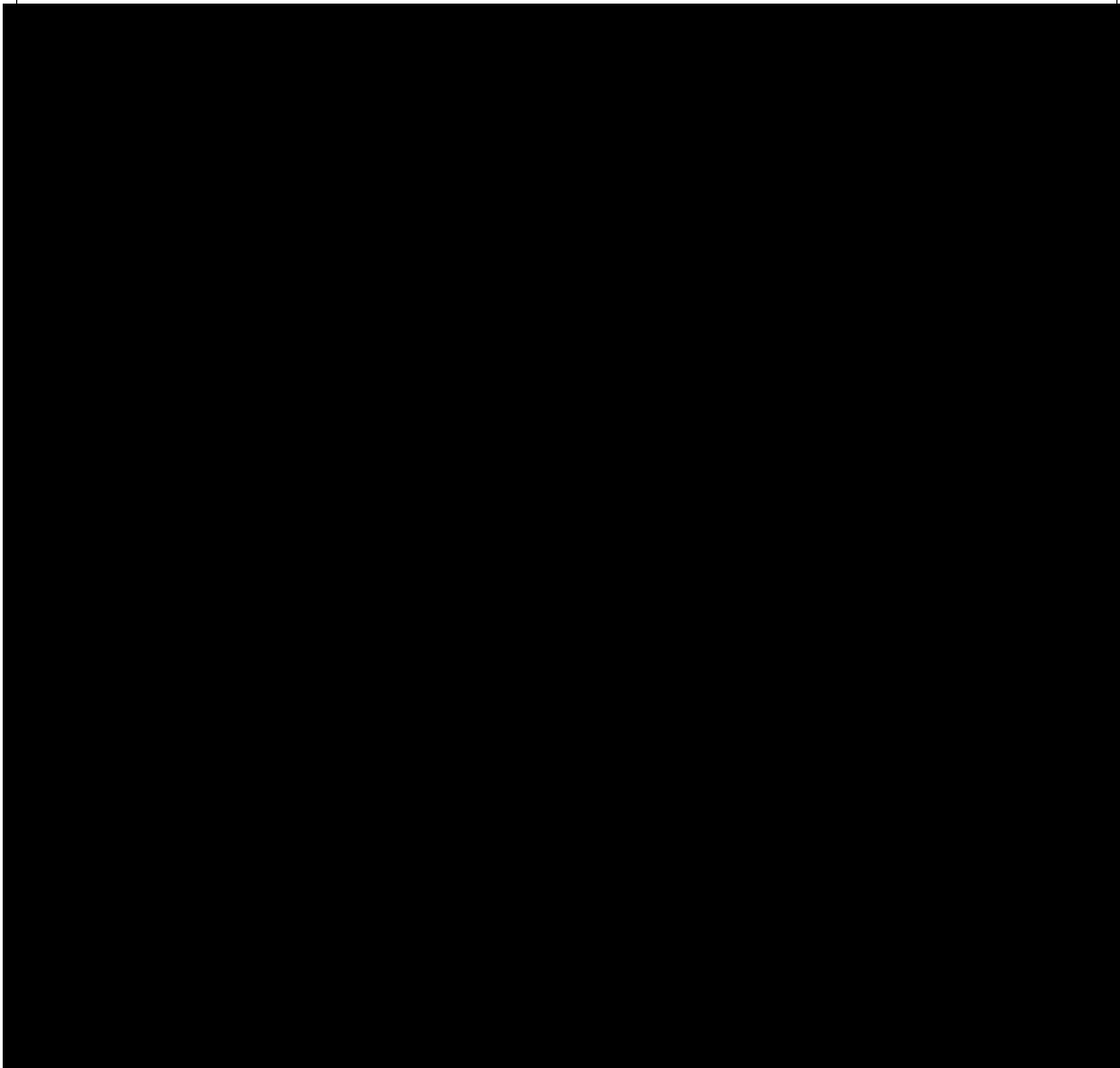
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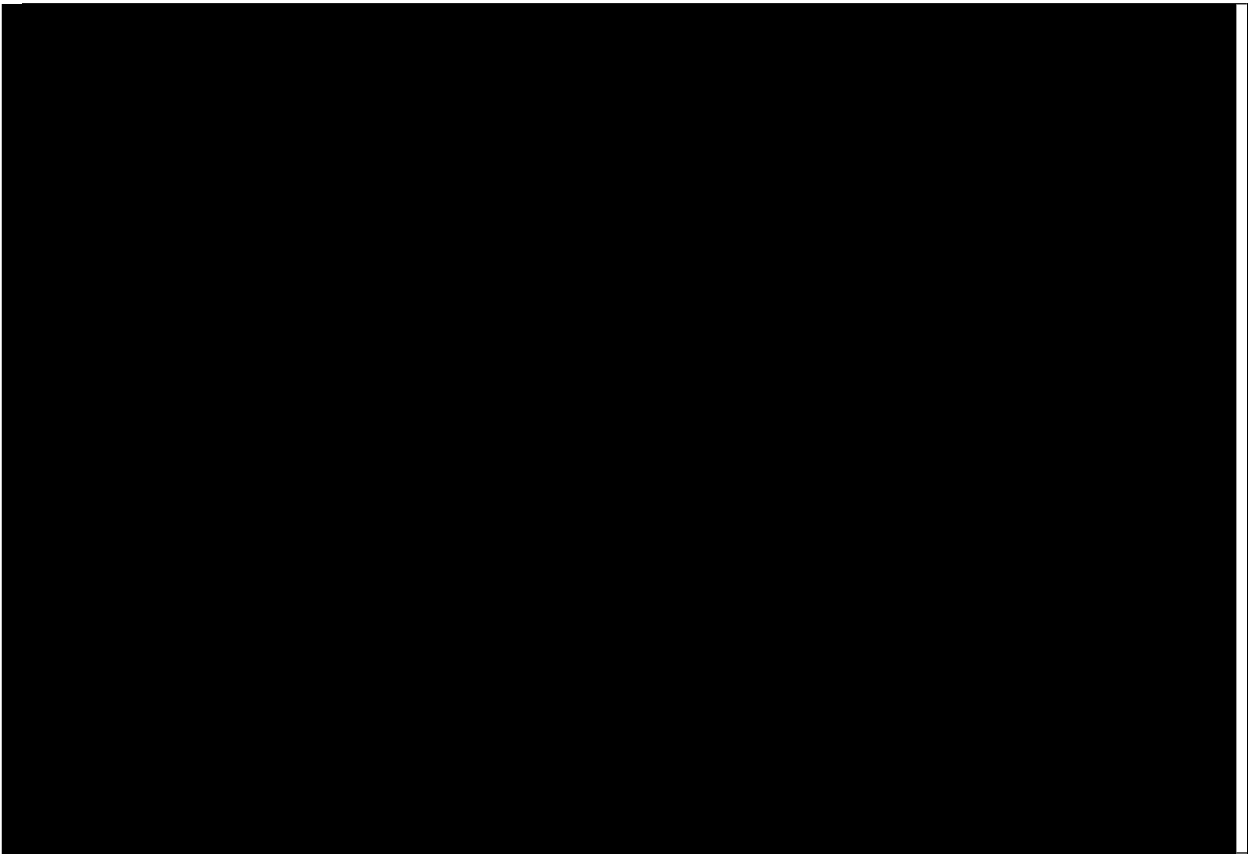




7. Considering your responses to Q6 above, how have these changes impacted your business, specifically in the period from FY2022 to FY2025?

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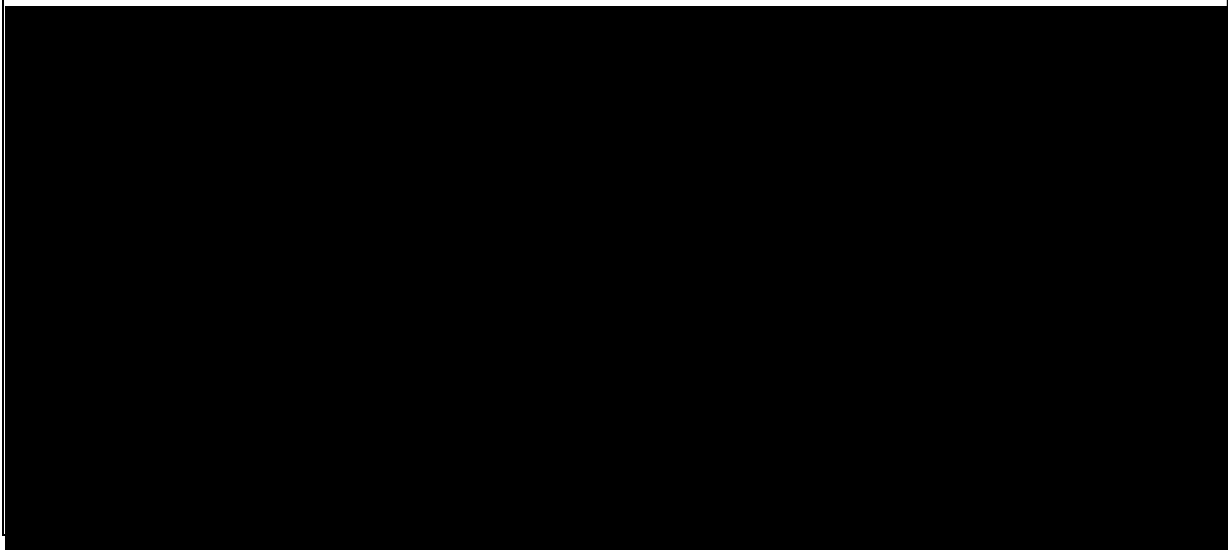




8. Do you anticipate any changes to the Australian market for AWD in the **next five years**? In your response, please comment on:
- the short and medium-term outlook for the Australian industry
 - any anticipated changes to demand and/or supply
 - any anticipated changes to the conditions of the Australian market for AWD

The Australian AWD market is likely to undergo continued disruption, structural adjustment, and a potential rebalancing of competitive forces between FY2026 and FY2030.

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9. Who do you consider to be the price leader for AWD in the Australian market?

Chinese imported aluminium windows and doors are unequivocally the price leader in the Australian AWD market. This is not just a perception - it is demonstrated consistently through repeated examples of imported products undercutting Australian-made systems by wide margins.

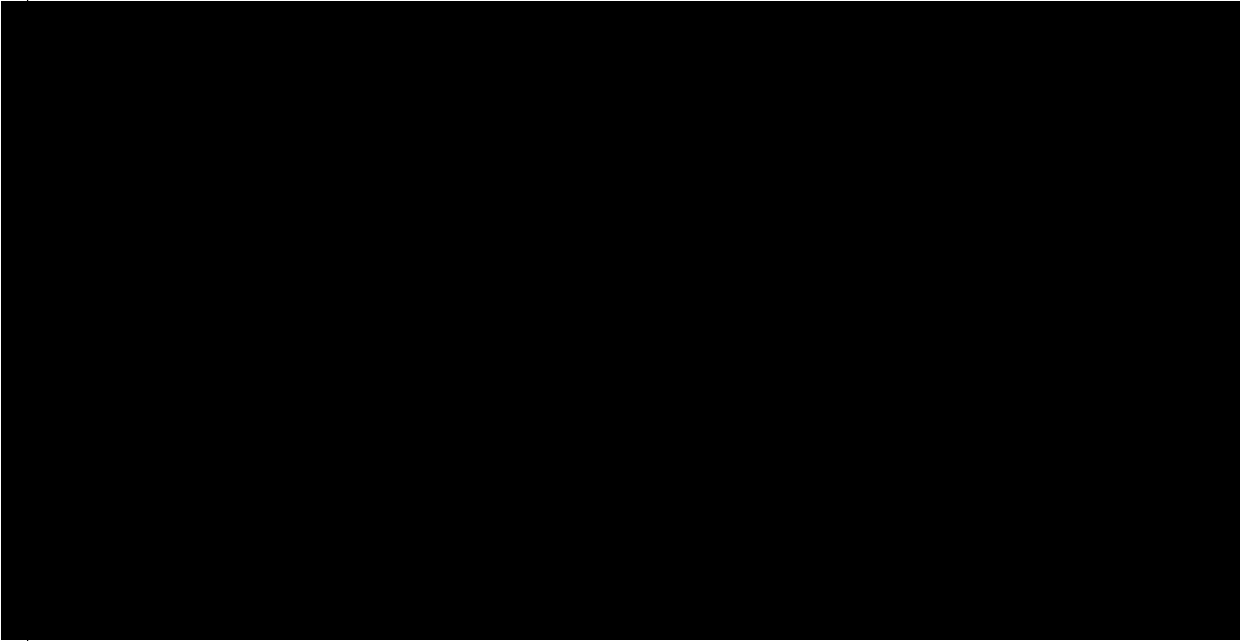
C Goods produced and sold by your company

10. Are the goods generally sold as individual items (i.e. singular window or singular door) or on a project/tender basis?

Overwhelmingly our products are sold on a project quote or tender basis

11. Explain how the selling prices of the goods are determined.

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12. Please rank the following factors in terms of their influence on your pricing decisions, with the most important factor ranked first (1) and the least (13) important factor ranked last.

1. *Cost to make and sell the goods*
2. *Purchase price of raw materials*
3. *Desired profit*
4. *Volume of the order*
5. *Value of the order*
6. *Value of forward orders*
7. *Volume of forward orders*
8. *Competitors prices*

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- 9. *Customer relationship management*
- 10. *Brand attributes*
- 11. *Level of Inventory*
- 12. *Supplier relationship management*
- 13. *Other – Market trends*

D Additional information or comments

Please add any comments in relation to the investigation, particularly in relation to the applicant's claims of injury caused by allegedly dumped and subsidised imports from China?

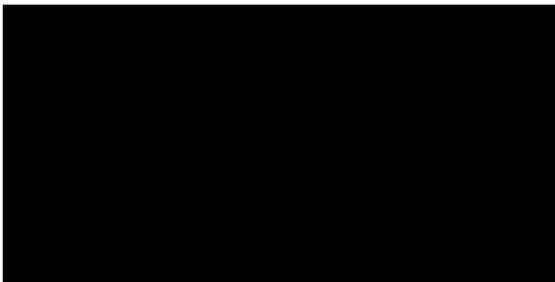
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E Certification

The information supplied in this questionnaire is complete and correct to the best of my knowledge:

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Date: 27/01/2026.