ArborCrest
aluminium windows and doors

Unit 2/8 Home Avenue, Glynde SA 5070 | (08) 8363 7193 | sales@arborcrest.com.au | ABN 59 164 732 797

28 October 2026

Australian Trade Remedies Commission
Investigations 1
GPO Box 1632
Melbourne VIC 3001

Re: Investigation No. 691 – Aluminium Windows and Doors from China

Dear Commissioner,

Our business has relied on a competitive and fair environment for over 40 years. In the last 25 years I can't recall a time when prices have taken such a steep dive as they have now. I support the findings in the Statement of Essential Facts (SEF), and I'm asking the Commission to put in place a final duty that genuinely levels the playing field, so Australian manufacturers can compete fairly for work again.

Who we are

ArborCrest supplies and installs commercial-grade aluminium windows and doors across the Adelaide market, for both residential and commercial work. We fabricate in our own factory at Glynde with a small local team. Aluminium windows and doors are 100% of our business, so what happens in this market directly affects our livelihood.

What we're seeing

The prices competitors are quoting are typically between 25% and 40% below ours, which has made it virtually impossible to compete for these projects and still turn a profit.

That fits with the SEF finding that half of all quotes and tenders reviewed were undercut by 30% or more, and that residential quotes were undercut by between 5% and 64% (p190).

One prime example from this year stands out. We quoted a new home for a builder client that we've worked with for around 6-7 years. Collectively we've supplied products to the value of around $X,XXX,XXX over that time. For this particular project, the other quote he received was about a third cheaper than ours, and when I asked, he told me it came from a Chinese company. The price difference was just too much for him to disregard. Bear in mind, our price was already highly competitive and based on a great previous relationship. We lost the job, and we've lost others since. The details are in the confidential section below.

It's not only houses. We recently lost a new factory/warehouse with a two-storey glass façade, again to imported product that came in about a third below our price. The builder, who we've worked with before, told me directly that the winning supply was imported. That's exactly the type of commercial work local manufacturers are sometimes said to be unable to do, and we were ready and able to make it. Our lead time, expertise and availability were never in question. It all came down to a jarring priuce difference. Details are in the confidential section.

It doesn't seem logical that, with the amount of building going on out there, there isn't enough work for everyone. What I am seeing is new window and door companies popping up overnight. From what I can

tell, most of them, particularly in the outer suburbs are hastily put together showrooms as a shopfront for imported product, with nothing manufactured here.

We've worked on several new homes this year where all ArborCrest has supplied is one door for the whole project. Everything else was bought from China. The only reason they came to us was that the door was highly specialized and required custom fabrication.

What it has done to our business

The amount of forecast work we generally have on the books has at least halved. The SEF found industry sales volume fell by around 19% over the injury period (p172); for a small business like ours, the drop has been much steeper. We've had to drastically drop our prices to stay in the running, which is not sustainable. This matches the SEF findings on price suppression (p18, p176) and the margin compression reported by 92% of the industry members surveyed (p180).

Rather than plan for 3-4 months ahead, we're looking at the far shorter terms to keep the team busy. We've also held off investing in our factory and equipment. Both of these line up with the reduced capacity utilisation and the deferred investment reported by industry members (p180). Details are in the confidential section.

We also manufacture products for commercial buildings, not just houses. In the past 12 months we have fabricated and installed floor-to-ceiling glazing for Class 6 and Class 9 buildings in our own factory, which supports the SEF's finding that the Australian industry supplies Class 2 to 9 buildings and is not confined to Class 1 (p15). Project examples are in the confidential section.

Quality, safety and compliance are outside the scope of this case, and I understand that. Still, imported product of questionable quality and longevity makes it even harder for local manufacturers doing the right thing to compete on a level playing field. For the vast majority of consumers, a window is a window and my concern is that the ramifications of using sub standard products will be detrimental in the long term.

CONFIDENTIAL COMMERCIAL INFORMATION PROVIDED TO THE COMMISSION

What a fair market would mean

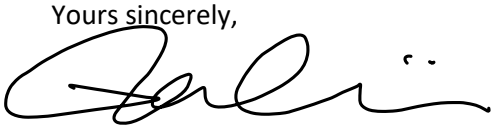
A fairer competitive environment would mean we can quote with confidence and make an appropriate margin, so we can keep providing our customers with good service. It would let us invest in equipment and grow the business again.

If things carry on as they are, I would strongly consider pivoting our business and walking away from the external window and door work we have built our business on. It's simply not sustainable.

I'm not against competition. I welcome it, and I believe it sharpens your focus on your own business. But everyone has to be playing by the same rules, and when they're not, it's simply impossible to do business.

That is why I support AGWA's submission, and why I believe a final duty that works, and keeps working, is needed to level the playing field.

Yours sincerely,



Paul Parisi
Director
ArborCrest
ABN 59 164 732 797
Unit 2/8 Home Avenue, Glynde SA 5070
(08) 8363 7193 | paul.parisi@arborcrest.com.au