

**TERMS OF WARRANTY**

In addition to the guarantees under the Australian Consumer Law (“**ACL**”), Austral Lock provides consumer’s (ie. retail customers not trade customers) an extended warranty that all products in its product range (“**Products**”) will be free from defects in materials and workmanship under normal use for the following periods of time:

- . 7 years for the finishes of the Products; and
- . 10 year for mechanical parts of the Products.

If a Product fails to conform to this extended warranty during the applicable extended warranty period, Austral Lock will either replace any failed component of the Product or replace the Product free of charge (which Austral Lock will determine in its absolute discretion).

**Exclusions**

1. This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Product and does not apply to other defects which may have arisen as a result of, without limitation, the following:
  - . accidental damage, abuse, misuse, maltreatment, abnormal stress or strain of the Products;
  - . neglect of any kind in respect of the Product;
  - . tarnishing and damage to or deterioration of finishes as a result of harsh or adverse conditions (including corrosive environments such as the coastal locations and large fluctuations in pressure or temperature);
  - . deterioration in colour and performance of polymer materials;
  - . fair wear and tear;
  - . installation or maintenance of the Products not in accordance with the instructions provided with the Products.
2. Alterations or repair of the Product other than approved by Austral Lock are not covered by this extended warranty (for the avoidance of doubt, attachment of accessories or use of non genuine replacement parts other than those manufactured or approved by Austral Lock are not covered).
3. Costs incurred by the removal, replacement or installation of the Product are not covered by this extended warranty.
4. Personal injury, property damage or economic loss, howsoever caused, will not be covered by this extended warranty.

**Australian Consumer Law**

In addition to this extended warranty, certain legislation (including the ACL) may give you rights which cannot be excluded, restricted or modified. This extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

If Austral Lock fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following:

- . replacement of the product;
- . repair of the product;

- refunding the cost of the product;
- payment of reasonable costs of having the product repaired;
- payment in respect of the reduced value of the product.

As required by legislation, including the ACL, any claims for damage, or any consequential loss either directly or indirectly due to defects of any kind in a product will only be met by Austral Lock where the damage or loss was reasonably foreseeable by Austral Lock.

***Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.***

### **Warranty Claims**

Any defective product must be returned to the point of sale before replacement can be considered under the terms of this extended warranty. If the costs of returning any defective parts are excessive or unreasonable, please contact Austral Lock on 03 9314 1077 so that we can arrange a collection (if considered appropriate in the circumstances).

Warranty claims can be made at the point of sale or by posting or faxing a warranty claim to Austral Lock (contact details listed below) within 3 months of the appearance of a defect. Warranty claims under this extended warranty must include the following details:

- Date of Purchase;
- Location of Purchase;
- Proof of Purchase;
- Contact Details

Austral Lock's contact details are as follows:

42 – 44 Export Drive

Brooklyn VIC 3012

Telephone: 03 9314 1077

Fax: 03 9314 2400

Email: [enquiries@ausloc.com](mailto:enquiries@ausloc.com)