

# Lockwood Guaranteed/Australian Consumer Law Guarantees/Warranty



## LOCKWOOD GUARANTEED

By purchasing an ASSA ABLOY Australia Pty. Limited ("ASSA ABLOY") Lockwood branded product, you can be confident that the product has been designed and manufactured to the high standards of quality and reliability for which Lockwood branded products are renowned.

## AUSTRALIAN CONSUMER LAW GUARANTEES

ASSA ABLOY guarantees all of its Lockwood branded products in accordance with the Australian Consumer Law.

## WARRANTY

**1. Warranty** - ASSA ABLOY also warrants that each of its Lockwood branded products will be free of defects in material and workmanship including mechanical parts) for a period of 25 years from the date of purchase of the product with which this document is given, subject to the limitations and exclusions set out below ("Warranty").

**2. Limitations** - Unless other expressly provided for in writing and subject to the exclusions set out in this Warranty:(a) **Electrical and Electronic Components** - Electrical and electronic components used in ASSA ABLOY's Lockwood branded products (excluding batteries) are warranted will be free of defects in material and workmanship for a period of 12 months from the date of purchase. Batteries are not covered by the Warranty.

(b) **Keys** - Keys used in ASSA ABLOY's Lockwood branded products are warranted will be free of defects in material and workmanship for a period of 12 months from the date of purchase.

**(c) Finish**

**Everbrass Finish**- ASSA ABLOY's Lockwood branded Everbrass finished products are coated both on the exterior and interior with an anti-tarnish finish, which is warranted to be free of defects in material and workmanship against corrosion, tarnishing and discolouration for a period of 25 years from the date of purchase of the product. **Symmetry Range** - ASSA ABLOY'S Lockwood branded Symmetry range of products are warranted for their finish, which will be free of defects in material and workmanship against corrosion, tarnishing and discolouration for a period of 5 years from the date of purchase of the product. The Warranty does not apply to other finishes of Lockwood branded products nor to cosmetic or appearance damage.

(d) **Stainless Steel** - Stainless Steel is not stain free but stains less, compared to ordinary carbon steel. Tea staining is a natural process that may happen to stainless steel products if not cleaned regularly and pursuant to ASSA ABLOY instructions. The Warranty therefore does not cover tea staining of Stainless Steel products.

## 3. Claiming on the Warranty

(a)

(i) If you purchased a Lockwood branded product from a retailer or other reseller (as opposed to direct from ASSA ABLOY) and wish to claim on the Warranty to the retailer or other reseller, you must, at your own expense: (A) return the product securely packed to protect against damage to the product; and (B) provide details of: (I) the claim on the Warranty; (II) proof of original purchase; and (III) your name, address, email address (if you have one) and telephone number; to the retailer or other reseller from whom you originally purchased the product, within the respective warranty period referred to above.

(ii)

(A) If you purchased a Lockwood branded product direct from ASSA ABLOY or otherwise wish to claim on the Warranty direct to ASSA ABLOY, you must, at your own expense:

I. First contact the ASSA ABLOY Customer Service Department at the contact details below to:



**ASSA ABLOY**

lockweb.com.au  
1300 LOCK UP (1300 562 587)

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- (a) provide ASSA ABLOY with details of the claim on the Warranty;
- (b) organise to provide ASSA ABLOY with proof of original purchase; and
- (c) obtain a Case Number

II. securely pack the product to protect against damage to the product;

III. include a copy of the original proof of purchase in the packaging;

IV. clearly mark the Case Number on the outside of the packaging; and then return the product direct to ASSA ABLOY at the address below, within the respective warranty period referred to above.

(B) Products returned direct to ASSA ABLOY without a Case Number may not be accepted by ASSA ABLOY.

(C) The issue of a Case Number and acceptance of returned products by ASSA ABLOY's staff does not constitute acceptance by ASSA ABLOY of the claim on the Warranty.

(b) ASSA ABLOY will (or authorise the retailer or other reseller from whom you originally purchased the product to) assess any claim you may make on the Warranty and if, in ASSA ABLOY's reasonable opinion, the Warranty applies, ASSA ABLOY will at its own option and cost (or authorise the retailer or other reseller from whom you originally purchased WARRANTY the product to):

I. provide you with the same or (if the same product is no longer available) the closest similar ASSA ABLOY Lockwood branded product;

II. repair the product and return it to you; or

III. refund the price you paid for the product.  
This is the only obligation of ASSA ABLOY under the Warranty. ASSA ABLOY will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

(c) If products are returned to ASSA ABLOY for which, in ASSA ABLOY's reasonable opinion, the Warranty does not apply, the products will be returned to you freight collect.

#### 4. Exclusions

The Warranty does not apply to:

(a) ASSA ABLOY's Lockwood branded products which have been improperly installed or fitted or for which the ASSA ABLOY's installation and fitting instructions have not been followed;

(b) ASSA ABLOY's Lockwood branded products which have not been properly maintained in accordance with ASSA ABLOY's care and maintenance recommendations; (ASSA ABLOY's care and maintenance recommendations can be found at [www.lockweb.com.au](http://www.lockweb.com.au).);

(c) ASSA ABLOY's Lockwood branded products with which batteries other than those specified by ASSA ABLOY have been used;

(d) ASSA ABLOY's Lockwood branded products which have been used in a way or manner not within the scope and limitations of the technical and other specifications for the products published from time to time by ASSA ABLOY;

(e) ASSA ABLOY's Lockwood branded products which are made using components or specifications provided or requested by someone other than ASSA ABLOY;

(f) fair wear and tear;

(g) ASSA ABLOY's Lockwood branded products which have been modified or repaired without the written authorisation of ASSA ABLOY;

(h) ASSA ABLOY's Lockwood branded products with which substitute or replacement parts or cylinders, other than genuine ASSA ABLOY parts or cylinders, have been used;

(i) ASSA ABLOY's Lockwood branded products which have been subject to accident, abuse, misuse, neglect or damage;

(j) defects or deterioration caused to ASSA ABLOY's Lockwood branded products from being exposed to corrosives, including (without limitation) vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray, high humidity;

(k) ASSA ABLOY's Lockwood branded products which are not new when purchased by the original purchaser;

(l) anyone other than original purchasers of new ASSA ABLOY's Lockwood branded products;

(m) ASSA ABLOY's Lockwood branded products which are sold by ASSA ABLOY or a retailer of other reseller of ASSA ABLOY as "B" class or seconds;

(n) ASSA ABLOY's Lockwood branded products which were not originally sold in Australia by ASSA ABLOY;

(o) ASSA ABLOY's Lockwood branded products which have had any of the brands, marks, patented plates, numbers or other information of ASSA ABLOY on the products defaced or removed;



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- (p) the removal, refitment or replacement of ASSA ABLOY's Lockwood branded products or associated charges; or
- (q) personal injury, property damage, consequential or economic loss, howsoever caused.

## 5. Australian Consumer Law Requirements

The Australian Consumer Law also requires ASSA ABLOY to state in relation to the Warranty that:

- (a) ASSA ABLOY gives the Warranty and the name, address, telephone number and email address of ASSA ABLOY are:

**ASSA ABLOY Australia Pty. Ltd. ,**  
235 Huntingdale Road, Oakleigh, Victoria 3166.  
ACN 086 451 907  
1300warranty@assaabloy.com,  
tel: 1300WARRANTY

- (b) The Warranty is in addition to other rights and remedies you may have under a law in relation to the goods to which the Warranty relates.

- (c) 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 reasonably foreseeable 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.

