

Sydney, 5 July 2022

GUNNEBO AUSTRALIA – QUALITY, WARRANTY AND CLAIMS POLICIES

Gunnebo Australia strives to provide best of type security solutions across its chosen areas of business.

In support of this goal, it is necessary to supply a range of products and services that are not only desirable but offer exceptional performance and/or value for money.

In an instance where one of our products fails to operate as designed, does not meet client expectations or demonstrates some defect in construction materials or workmanship, Gunnebo Australia will be guided in our response in line with the following policies related to QUALITY, WARRANTY AND CLAIMS.

GUNNEBO AUSTRALIA – QUALITY POLICY

Quality is one of Gunnebo's Core values and is a key to our overall success. Our efforts to continuously improve quality, drive profitable growth through increased customer loyalty and productivity.

Our Vision

- To be the industry leader in terms of Quality
- To deliver error-free products and solutions on time, first time

Our Policy

- Quality is meeting our internal and external customers' expectations
- Quality is delivering error-free product and solutions on time, first time
- Quality is the responsibility of all Gunnebo employees, starting with management
- Quality is measuring, managing and continuously improving our performance
- Quality is attained by trained professionals carrying out effective processes

GUNNEBO AUSTRALIA – WARRANTY POLICY

Gunnebo Australia Pty Ltd (GUNNEBO) warrants that the goods and services provided to our CUSTOMERS will perform as described in approved Gunnebo product literature specific to the product or service purchased.

Warranty shall extend to a failure of the product as a result of defects in materials of manufacture and/or assembly labour.

- NEW PRODUCTS and/or PRODUCT COMPONENTS shall be guaranteed for a period of 12 months from date of purchase. This includes new products that are modified by GUNNEBO to meet the CUSTOMERS specifications.
- REFURBISHED or USED PRODUCT shall be guaranteed for a period of 3 months from date of purchase unless otherwise stated in writing at the time of sale. This excludes used Fire-Resistant Product, which will not carry any form of guarantee.
- SERVICE WORK shall be guaranteed for a period of 3 months from the date the work was completed. GUNNEBO shall attend at no cost, within the guarantee period, to rectify a fault that was noted as repaired on the first occasion, however, this does not include associated parts and/or systems.

Warranty is provisional to the following:

- Products must be transported and/or installed in accordance with the manufacturer's instructions.
- The operating environment of the product must be within guidelines required by the manufacturer, for example, temperature and humidity restrictions must be observed.
- That where applicable, Operator training has been provided on installed products or systems.
- The product must be serviced by persons suitably qualified and in strict accordance with the manufacturer's instructions.

Customers wishing to make a Warranty Claim must utilise the current Gunnebo Australia Warranty Claim Procedure. GUNNEBO shall reserve the right to review both its policy and procedure from time to time as necessary and shall provide current information to CUSTOMERS upon request.

GUNNEBO AUSTRALIA – WARRANTY CLAIMS POLICY

In the event that the customer is dissatisfied with the performance of a purchased product or service, the customer should contact GUNNEBO by one of the following methods:

Telephone: 1800 450777
Facsimile: 1800 450778
Email: Quality.AU@Gunnebo.com

- If at all possible, GUNNEBO will respond by the next working day to Warranty Claims lodged with us.
- GUNNEBO does not provide a 24/7/365 response to Warranty Claims – These shall be dealt with during normal business hours.
- GUNNEBO will only action Warranty Claims for product purchased directly from GUNNEBO – If the customer purchased the product from an agent, distributor or reseller, then the customer must lodge any claims at the point of purchase.
- GUNNEBO shall not accept products returned without our prior written approval – Goods returned without approval will be turned away or shipped back at the customer's expense.
- GUNNEBO will not accept charges for repairs made to products without our prior written approval – Unauthorised repairs are at the customer's expense and may void any future warranty on the product.

For customers who are authorised distributors and service agents of GUNNEBO equipment, the following additional points apply to Warranty rectification and are subject to our PRIOR written approval:

- GUNNEBO shall be responsible for providing replacements for defective components and shall pay the cost of freight and shipping to the point of product installation.
- GUNNEBO shall pay the on-site labour charge for the replacement of defective components only. We will not accept charges for travel, accommodation or consequential expenses to and from site.
- GUNNEBO shall not reimburse any charges related to remote or telephone product support.