



LOCKWOOD GUARANTEED/AUSTRALIAN CONSUMER LAW GUARANTEES/WARRANTY



LOCKWOOD GUARANTEED

By purchasing an ASSA ABLOY Australia Pty. Ltd ("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 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 otherwise expressly provided for in writing, the Warranty in clause 1 above is limited, varied or excluded (as the case may be) in respect of each of the items below as follows:
- (a) **Electrical and Electronic Components** - ASSA ABLOY warrants that electrical and electronic components used in ASSA ABLOY's Lockwood branded products (excluding PADDE series products, electric mortice locks & batteries) will be free of defects in material and workmanship for a period of 3 years from the date of purchase. Batteries are not covered by the Warranty.
- (b) **PADDE Series and Electrical Mortice Locks** - ASSA ABLOY warrants that ASSA ABLOY's PADDE series of Lockwood branded products and Lockwood branded electric mortice locks will be free of defects in material and workmanship for a period of 5 years from the date of purchase.
- (c) **Keys** - ASSA ABLOY warrants that keys used in ASSA ABLOY's Lockwood branded products will be free of defects in material and workmanship for a period of 12 months from date of purchase.
- (d) **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.
- ASSA ABLOY's Lockwood branded brass door furniture products come with Stainless Steel, Polished Stainless Steel, Chrome Plating, Natural Anodised Aluminium or Satin Chrome Plating finishes, such finishes are warranted to be free of defects in material and workmanship against corrosion, tarnishing and discolouration for a period of 10 years from the date of purchase of the product. ASSA ABLOY's Lockwood branded brass door furniture products come with decorative finishes Antique Copper, Architectural Bronze Unlacquered, Oil Rubbed Bronze, Aged Brass, Architectural Bronze, Polished Brass, Satin Brass, Polished Brass Unlacquered, Satin Brass Unlacquered or Powdercoated finishes, such finishes are warranted to be free of defects in material and workmanship against corrosion for a period of 2 years from the date of purchase of the product. Brass door furniture products with decorative finishes naturally age and their appearance will change over time according to the exposed environment and use. The Warranty does not apply to natural change of colour of Brass door furniture products with decorative finishes.
- ASSA ABLOY's Lockwood branded Symmetry range of products come with a finish, such finishes are warranted to 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. All other finishes other than those specified in this clause 2 are excluded from the Warranty, and the Warranty will not apply in respect of the finishes of other Lockwood products not to cosmetic or appearance damage regarding the same.
- (e) **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: (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 opinion and cost (or authorise the retailer or other reseller from whom you originally purchased 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); (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; (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, however 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.



P/N 999-121-884-0821

ASSA ABLOY Australia Pty Limited, 235 Huntingdale Rd, Oakleigh, VIC 3166 ABN 90 086 451 907 ©2021

Experience a safer and more open world

ASSA ABLOY

Part No. 999-121
Release Version: Issue H
Paper size: 215mm x 148mm
Colour: Black & White (Greyscale)
Paper weight: 80gsm
Issue Date: 10/08/21

Approved 2021-08-12