



LOCKTON Security

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Silverwater NSW 2128

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LOCKTON SECURITY - WARRANTY STATEMENT

LOCKTON Security declares that all LOCKTON branded products come with guarantees in accordance with the Australian Consumer Law and the New Zealand Consumer Law.

LOCKTON products are designed and manufactured to high standards of quality, durability, and performance and so additional warranties & guarantees are offered by **LOCKTON Security**.

LOCKTON branded products offer a 10-Year Mechanical Warranty.

This mechanical warranty guarantees the product will be mechanically operational for 10-years from the date of purchase.

Limitations

Products	Warranty terms
Lock Cylinders & Keys	5 Year Mechanical Warranty
Electric Strikes & Accessories	5 Year Warranty
Smart Lock Range & Accessories	3 Year Warranty
Finishes (Satin Chrome, Chrome Plate & PVD)	3 Year Warranty
Other Finishes	1 Year Warranty
Batteries	No Warranty
Digital Door Locks (Mechanical Digital)	1 Year Warranty
Electronic Door Closers	1 Year Warranty
Keys & Key Accessories	1 Year Warranty

CLAIMING WARRANTY (TRADE CUSTOMERS)

LOCKTON products are sold exclusively to trade customers. To make a warranty claim, the trade customer must at their own expense:

- Contact **LOCKTON Security** customer service or your sales representative.
- Provide details of the defect and installation images..
- Supply proof of purchase (invoice number).
- Provide contact details for claim updates.
- Obtain a Goods Return Number (GRN).
- Package the product securely with the GRN enclosed and return it to the address listed on this document.

NOTE: Failure to enclose a GRN with returned products may result in products not being accepted by **LOCKTON Security**

LOCKTON Security will;

Fairly assess all correctly submitted warranty claims.

If by **LOCKTON Security** determine the product qualifies for warranty, **LOCKTON Security** at its own cost & own discretion will either:

- a) Provide the same or a similar product*
- b) Repair and return the product
- c) Refund the purchase price of the product
- d) Replace with refurbished goods of similar type.**

****Refurbished goods will be of equivalent type and quality, and covered under the remaining warranty period of the original product.**

***In cases where a product is discontinued, LOCKTON Security may offer a comparable alternative product.**

If the claim is not approved, LOCKTON Security will communicate this in writing & will return the products at the customer's expense or recycle it upon request.

CLAIMING WARRANTY (END-USERS)

LOCKTON products are sold exclusively to Trade Customers. As such, the warranty guarantee exists between **LOCKTON Security** and the Purchasing Trade Customer. If you are an end-user who has received a LOCKTON product through installation, your warranty support is provided via your Trade Supplier (installer).

To initiate a warranty claim:

- Contact your installer or Trade Supplier directly.
- Provide them with details of the issue and any supporting images.
- They will liaise with LOCKTON Security to process the claim on your behalf.

LOCKTON Security does not accept direct warranty claims from end-users, but we will support your Trade Supplier to ensure your product is assessed and resolved promptly.

Warranty Exclusions

Warranty does not apply to;

- Damage from improper use or selection
- Improper installation
- Fair wear and tear
- Environmental conditions outside product specifications (e.g., coastal air, humidity, corrosives)
- Modified, repaired, or altered products
- Use of non-genuine replacement parts or accessories

Australian Consumer Law requirements

The Warranty in this document is in addition to standard Australian consumer law requirements.

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 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.

New Zealand Consumer Law requirements

LOCKTON products sold in New Zealand are also covered by the Consumer Guarantees Act 1993 (CGA). Under the CGA, products must be of acceptable quality, fit for purpose, and match their description. If a LOCKTON product fails to meet these standards, consumers are entitled to a remedy, which may include repair, replacement, or refund depending on the nature of the issue.

This warranty is in addition to the rights provided under the CGA and does not limit or exclude any rights under New Zealand law.

LOCKTON Security Warranty contact details:***LOCKTON Security***

Address: 101-109 deakin st Silverwater, NSW, 2128.

ABN: 58 000 296 453,

Email: info@locktonsecurity.com,

TEL: 1800 161 324



GUARD WHAT MATTERS