



Return Policy and Limited Product Warranty

RETURN POLICY

All products purchased from Australian Architectural Hardware Pty Ltd (“AAH”) are covered under warranty unless otherwise specified and subject to the Return Policy to the extent permissible under the Australian Consumer Law (‘ACL’). If in doubt, customers should contact AAH to confirm any warranty eligibility and procedure instructions.

No goods will be accepted for a change-of-mind return without prior approval from the Company; all claims for returns must be made within 7 days of receipt of delivery. Agreed returns must be returned carrier-paid to the Company in resaleable quality. Goods returned in unsaleable condition cannot be accepted for credit and will be returned to the sender “freight on”.

Credit will be issued on the basis of inspection and acceptance by the Company at purchased price or current price (whichever is lower). The Company reserves the right to impose a 25% re-stocking fee on goods returned which are not faulty. For incorrectly supplied goods, claims must be made to the Company within 7 days of delivery. Claims over 7 days will not be recognized.

LIMITED PRODUCT WARRANTY

AAH warrants to the original purchaser that the product shall be free from manufacturing defects (‘**Limited Product Warranty**’). Under this Limited Product Warranty, AAH is not responsible for damage arising where the customer does not follow instructions provided by the manufacturer relating to the use of the product. This Limited Product Warranty applies to all products purchased from AAH subject to the time warranty time periods contained in the table set out under **Annexure A (‘Limited Product Warranty Period’)**.

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. This Limited Product Warranty is additional to those guarantees and is our preferred method of assisting customers as we have optimized it to be a more structured and efficient approach to resolving any issues, subject to the terms and exclusions below.

Coverage and Application

If a product defect is found, subject to a valid claim being lodged with AAH within the Limited Product Warranty Period, we will either:

- Repair the product at no charge for the original purchaser, using new or refurbished replacement parts, if the defect is a repairable defect; or
- Replace the product with a new or refurbished product of comparable quality; or
- Refund the product.

Assessment

In order to determine the outcome of a warranty claim, AAH may in its absolute discretion appoint a lock technician to examine the product and to investigate a claim of a product defect.

To start off the warranty process, every customer must complete a “Product Warranty Claim Form” and provide all the details requested on the form. Please contact AAH sales staff for a copy of the form.

AAH requires all customers to complete our warranty claim form and arrange a return of the alleged defective product/s back to our nominated suppliers' warehouse (to be advised via email).

How to Obtain Warranty Service

To make a warranty claim, please follow the below steps:

- send us an email to "sales@aahardware.com.au"
- Request for warranty claim form
- Fill in relevant fields on the form
- Send it back to us along with relevant supporting documents

Customers are responsible for:

- Providing proof of purchase via invoice.
 - AAH will be unable to process a warranty claim unless proof of purchase is provided.
- Immediately cease using the product upon discovering a defect or upon making a claim to the relevant Authorized Resellers/ End users
- Returning the product to AAH, any cost in freight must be covered by the customer.
- Adding protection from damage (either use the original packaging or other adequate packaging if product is sent via freight).

Exclusions and Limitations

This Limited Product Warranty does not apply to any damage caused in the following circumstances:

- a) Damage caused by nature or acts of God, for example, lightning strikes, cyclones and the like.
- b) Negligent, incorrect, or excessive use of the product (e.g. excessive force exerted on the product), and failure to correctly maintain products according to manufacturer's instructions.
- c) Incorrect installation of product or failure to install according national standards or state regulations or installing the product without the assistance of a licenced professional (e.g. locksmiths or plumbers).
- d) Products used with water additives (i.e. cleaning and or deodorizing additives).
- e) Products used for incorrect applications, non-potable water etc.
- f) Damage as a result of obstruction due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and excess water pressure).
- g) Failure to regularly clean or replace dirty or blocked outlet.
- h) Service or repairs with non-standard replacement parts, without written approval from AAH.
- i) Damage to finishes due to use of adhesives, sealants or abrasive cleaners etc.
- j) Damage to finishes arising from installation or post-installation use.
- k) Commercial use of products designed for domestic use.
- l) Unauthorized modifications to any part of the product or disassembly of the product.
- m) Damage caused by negligence, accident, abuse, misuse, flood, fire, earthquake or other external causes.
- n) Damage caused by operating the Product outside the permitted or intended uses described by the manufacturer's instructions.
- o) Damage caused by servicing of the product (including upgrades and expansions) performed by anyone who is not authorized by AAH to perform such services; or
- p) Devaluation of the product caused by natural wear and tear.

Important Notes:

To assist customers maximize the lifespan of their products and achieve the best finish, AAH strongly recommends that products purchased through AAH to be installed by licenced professionals and ensure that they use products according to provided instructions.

Annexure A

Product Warranty Periods

Product Range	Series/Part Number	Brand	Warranty Period
Door Closer	DC 673 BC-S DC93A24 BC-S	Vinco	Surface finish – 1 year Main body – 5 years
7000 Series Leverset	CL7000 Series	Vinco	Surface finish – 1 year Main body – 5 years
6000 Series Leverset	CL6000 Series	Vinco	Surface finish – 1 year Main body – 5 years
Tapware and Shower Product Ranges		Vinco	<u>Domestic</u> Surface finish – 5 years Ceramic disk – 5 years O-rings & jumper valves – 3 months <u>Commercial</u> Surface finish – 12 months Ceramic disk – 6 months O-rings & jumper valves – 3 months