

CommandeX Locks '12 Month' Warranty Card

CommandeX Pty Ltd warrants its products against defects in workmanship and materials for a period of 12 months from the date of purchase by the customer (receipt of purchase must be presented for any warranty claims). CommandeX products are subject to the limitations and exclusions set out in this warranty card. If, within this period the product is found to be defective, and none of the limitations and exclusions set out in this warranty are applicable. CommandeX will supply the same or equivalent product free of charge. This is the only remedy granted by CommandeX under this warranty.

Exclusions

This warranty does not cover:

1. Damage to or malfunction or failure of the CommandeX product caused or contributed to by:
 - a. Misuse, abuse, accidental or intentional damage
 - b. Improper installation or failure to follow fitting instructions
 - c. Improper maintenance
 - d. Use contrary to instructions provided by CommandeX
 - e. Fair wear and tear
 - f. Any modifications or repair which has not been authorized by CommandeX
 - g. Use of substitute or replacement parts or cylinders other than genuine CommandeX parts or cylinders
2. The cost of:
 - a. Removal, replacement or reinstallation of the CommandeX product
 - b. Freight costs and travelling time
 - c. Any modification or repairs to a CommandeX product, unless authorised by CommandeX
3. Damage caused by corrosion when the CommandeX product is used in a corrosive environment
4. Tarnish, damage to or deterioration of soft finishes such as Satin Chrome, Chrome Plated and other finishes, which are subject to deterioration due to environmental conditions, frequency of use and other factors.
5. Damage to Gold, Chrome, and powder coated finishes caused by damage to the protective layer.
6. Deterioration in colour and performance of polymer materials.
7. Personal injury, property damage or economic loss however caused.

Claiming of the Warranty

8. If you purchased a CommandeX product from a retailer or other reseller (as opposed to direct from CommandeX) and wish to claim on the warranty to the retailer or reseller, you must at your own expense:
 - a. Return the product securely packed to protect against damage to the product

- b. Provide details of the claim on the warranty, proof of original purchase, including your name, address, email address, telephone number, to the retailer or reseller from whom you originally purchased the product, within the respective warranty period referred to above.
- c. If you purchased CommandeX product directly and wish to claim on the warranty directly from CommandeX, you must, at your own expense: contact the CommandeX customer service department at the contact details below to provide CommandeX with more details of the claim on the warranty. Provide CommandeX with the proof of original purchase and obtain a case number, securely pack the product to protect against damage to the product. Include a copy of the original proof of purchase in the packaging. Clearly mark the case number on the outside of the packaging and then return the product direct to CommandeX to the address below within the respective warranty period referred to above.

CommandeX
Rear 215 Jackson Road
Sunnybank Hills QLD 4109
- d. Products returned directly to CommandeX without a case number may not be accepted by CommandeX.
- e. The issue of a case number and acceptance of returned products by CommandeX's staff does not constitute acceptance by CommandeX of the claim on the warranty.
- f. CommandeX will (or authorise the retailer or reseller from whom you originally purchased the product to) assess any claim you may make on the warranty and if, in CommandeX's reasonable opinion, the warranty applies, CommandeX will at its own option and cost (authorise the retailer or other reseller from whom you originally purchased the product to) provide you with the same or (if the same product is no longer available) the closest similar CommandeX product. Repair the product and return it to you or refund the price you paid for the product. This is the only obligation of CommandeX under the warranty. CommandeX will bear its own expenses of doing those things and you must bear any other expenses of claiming the warranty.
- g. If products are returned to CommandeX for which, CommandeX's reasonable opinion the warranty does not apply the products will be returned to you freight collect.

This warranty is in addition to and not in substitution for any rights of the purchaser under the Trade Practices Act and state or territory legislation.