

ASSA ABLOY General Products Warranty Policy

By purchasing an ASSA ABLOY (SA) Pty Limited ("ASSA ABLOY") ASSA ABLOY branded product, you can be confident that the product has been designed and manufactured to the high standards of quality and reliability for which ASSA ABLOY branded products are renowned.

SOUTH AFRICAN CONSUMER LAW GUARANTEES

ASSA ABLOY guarantees all of its ASSA ABLOY branded products in accordance with the South African Consumer Law.

1. WARRANTY

Warranty - ASSA ABLOY warrants that each of its ASSA ABLOY branded products will be free of defects in material and workmanship (including mechanical parts) for a period of **2 years** from the date of purchase of the product with which this document is given, subject to the limitations and exclusions set out below ("Warranty").

- a. **Limitations** - Unless otherwise expressly provided for in writing and subject to the exclusions set out in this Warranty:
 - i. **Electrical and Electronic Components** - Electrical and electronic components used in ASSA ABLOY's ASSA ABLOY branded products (excluding batteries) are warranted to be free of defects in material and workmanship for a period of **12 months** from the date of purchase. Batteries are not covered by the Warranty.
 - ii. **Keys** - Keys used in ASSA ABLOY's ASSA ABLOY branded products are warranted will be free of defects in material and workmanship for a period of 12 months from the date of purchase.
 - iii. **Finish** - The Warranty does not apply to the finishes of ASSA ABLOY branded products nor to cosmetic or appearance damage.

2. Claiming on the Warranty

- a. If you purchased a ASSA ABLOY 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:
 - return the product securely packed to protect against damage to the product; and
 - provide details of:
 - the claim on the Warranty;
 - proof of original purchase; and
 - 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.

- b. If you purchased a ASSA ABLOY 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:
 - ii. provide ASSA ABLOY with details of the claim on the Warranty;
 - iii. organise to provide ASSA ABLOY with proof of original purchase; and obtain a CRS Number (Customer Response System logging number) (either via email on za.info@assaabloy.com or to our Customer Services Department on 011-761-5000)
 - iv. securely pack the product to protect against damage to the product;
 - v. include a copy of the original proof of purchase in the packaging;
 - vi. clearly mark the CRS Number on the outside of the packaging;
 - vii. and then return the product direct to ASSA ABLOY at the address below, within the respective warranty period referred to above.

- c. Products returned direct to ASSA ABLOY without a CRS Number may not be accepted by ASSA ABLOY.

The issue of a CRS Number and acceptance of returned products by ASSA ABLOY's staff does not constitute acceptance by ASSA ABLOY of the claim on the Warranty.

- d. 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 option and cost (or authorise the retailer or other reseller from whom you originally purchased WARRANTY the product to):
 - i. provide you with the same or (if the same product is no longer available) the closest similar ASSA ABLOY ASSA ABLOY branded product;
 - ii. repair the product and return it to you; or
 - iii. refund the price you paid for the product
- e. 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.
- f. 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.

3. Limitation of liability

ASSA ABLOY will not be held liable for any property damage, consequential or economic costs, caused by or as a result of a defective ASSA ABLOY product, the incorrect use of or installation of any ASSA ABLOY product or any other reason whatsoever

4. Exclusions

The Warranty does not apply to:

- a. ASSA ABLOY's ASSA ABLOY 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 ASSA ABLOY 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.assaabloy.co.za)
- c. ASSA ABLOY's ASSA ABLOY 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;
- d. ASSA ABLOY's ASSA ABLOY branded products which are made using components or specifications provided or requested by someone other than ASSA ABLOY;
- e. fair wear and tear;
- f. ASSA ABLOY's ASSA ABLOY branded products which have been modified or repaired without the written authorisation of ASSA ABLOY;
- g. ASSA ABLOY's ASSA ABLOY branded products with which substitute or replacement parts, keys or cylinders, other than genuine ASSA ABLOY parts or cylinders, have been used;
- h. ASSA ABLOY's ASSA ABLOY branded products which have been subject to accident, abuse, misuse, neglect or damage;
- i. defects or deterioration caused to ASSA ABLOY's ASSA ABLOY branded products from being exposed to corrosives, including (without limitation) vapours, chemicals, abrasive compounds, contamination, or excessive pollution;
- j. ASSA ABLOY's ASSA ABLOY branded products which are not new when purchased by the original purchaser;
- k. anyone other than original purchasers of new ASSA ABLOY's ASSA ABLOY branded products;
- l. ASSA ABLOY's ASSA ABLOY branded products which are sold by ASSA ABLOY or a retailer of other reseller of ASSA ABLOY as "B" class or seconds;
- m. ASSA ABLOY's ASSA ABLOY branded products which were not originally sold in South Africa by ASSA ABLOY;
- n. ASSA ABLOY's ASSA ABLOY 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;
- o. the removal, refitment or replacement of ASSA ABLOY's ASSA ABLOY branded products or associated charges (NOTE: any call out to check or replace products which are determined to be out of warranty or subject to these limitations will be charged a call-out fee at the standard ASSA ABLOY labour rates)

South African Consumer Law Requirements

The South African Consumer Law also requires ASSA ABLOY to state in relation to the Warranty that

ASSA ABLOY gives the Warranty and the name, address, telephone number and email address of ASSA ABLOY:

ASSA ABLOY (SA) (Pty). Ltd.

176 Progress Road

Technikon, Roodepoort

Johannesburg

1794

Email: za.info@assaabloy.com

Website: www.assaabloy.co.za

Telephone: 011 761 5000

Our goods come with guarantees that cannot be excluded under the South African 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.