



# WARRANTY COVER

**This Warranty Cover is effective from 20<sup>th</sup> September 2021**

## **Coverage and Application**

Platinum Safes Pty Ltd of Factory 16, 47-51 Little Boundary Road, Laverton North, VIC, Australia 3026 ("Platinum Safes") ABN: 97 169 841 892 warrants that a Platinum Safe:

- Is of acceptable quality;
- Performing as per the Safes requirements.

**For the purpose of the Warranty, a "Platinum Safe" is a product which:**

- Was manufactured by or on behalf of Platinum Safes; and
- Bears a trade mark owned or used by Platinum Safes; and
- Was sold by an authorised agent or distributor of Platinum Safes; and
- Was purchased either in Australia or New Zealand.

## **Warranty Period**

- Platinum Safes come with a 5 year Warranty on the safes construction\*
- Platinum Safes come with a 2 year Warranty on locks and bolt work\*

\*Platinum key cabinets, key pods and special order custom fit outs have a 1 year warranty on construction and locks

The period during which the Warranty commences is the invoiced date or the purchase receipt date, as reflected on the authorised agent or distributor's invoice / receipt provided to the consumer.

## **Extended Warranty Period**

- Warranty period will increase to 6 years (an additional 12 months) on the safes construction and bolt work when purchaser completes the online registration within the first 3 months of purchase.
- Extended warranty excludes Platinum key cabinets, key pods and special order custom fit outs
- All information gathered is completely confidential.

## **Warranty Claim**

- If it is considered that the Platinum Safe product purchased appears to be faulty, has a defect, does not work to its functioning requirements the consumer can make a claim under the Warranty.
- If the Platinum Safe product was purchased in Australia or New Zealand

## **Claims under the Warranty must be made by;**

- Contacting Platinum Safes on 1800 732 630 / sales@platinumsafes.com.au and;
- If not previously registered, providing proof of purchase (Official receipt with distributors name and date of purchase) and;
- Request of an official Warranty form and;
- Completion of an official Warranty form and returned to Platinum Safes for review

When a claim is made under a Warranty it is essential that the consumer provide copy of proof of purchase of the Platinum Safe, whether in person or by email. A claim under a Warranty is not formally made unless and until that proof of purchase is provided.

As part of the Warranty form process the consumer may be asked take photos and answer some questions that relate to the operation of the safe and problems that have been experienced with the safe.

The Platinum Safe will be reviewed upon inspection either onsite or will be freighted to an authorised service agent. Warranties are attended to during business hours only. After the inspection a Warranty repair or replacement will be granted if a legitimate product fault is identified. If fault is not covered under the Warranty (refer to the Warranty exclusions) the consumer will be required to pay full costs associated with the repair and any freight charges.

Replacement or repair may be required at the discretion of Platinum Safes and or an authorised service agent. Platinum Safes will reimburse freight charges if the issue is a legitimate product fault.

If Platinum Safes provides the consumer with a replacement product, the consumer immediately transfers ownership to the replacement product.

If Platinum Safes repairs the product, the consumer immediately transfers ownership in any residual parts to Platinum Safes.

In cases of authorised product or part replacement of the original purchased Platinum Safe product, the replacement Platinum Safe product or part will be covered for the same terms of the original Warranty period.

With any on-site visit Platinum Safes will make all efforts to fix the Platinum Safe product on-site. There may be instances when the product must be taken back to a Platinum Safes service centre or to an authorised repair service centre for further evaluation. In these circumstances, the consumer agrees to let any designated authorised Platinum Safes service personnel pick up and take the product for further testing and examination.

## **Warranty Exclusions**

The following identifies what is excluded under the Warranty.

- Damage due to fire;
- Damage due to water;
- Damage caused by theft or burglary;
- Damage caused by attack;
- Misuse or abusive use of the product;
- Product wear and tear (eg. scratched or chipped paint);
- Damage during third party transportation;
- Incorrect operation or not following the operation instructions (as stated in the product operation manual or manufacturer's instructions provided with the Platinum Safe product);

- Improper installation caused by a person other than a Platinum Safes representative or a non-  
authorised agent;
- Installed to an external location and or exposed to weather conditions
- Incorrect or improper maintenance performed by a person other than a Platinum Safes  
representative or a non-authorised agent;
- Adverse external conditions such as power surges and dips, thunderstorm activity, acts of  
terrorism, or any other act or circumstance beyond Platinum Safes control;
- Exposure to excessive heat, moisture or dampness;
- Exposure to abnormally corrosive conditions;
- Use of non authorised/non-standard, defective or incompatible parts;
- Repair, modification or other work carried out on the Platinum Safe product other than by  
authorised Platinum Safe service personnel;
- Platinum Safe products purchased by a third party;
- Platinum Safe products that have been rented or leased.

**Contact Platinum Safes customer care on 1800 732 630 or email  
sales@platinumsafes.com.au to make a claim. If you have not registered  
online please provide proof of purchase**