

# Residential and Commercial Warranty Policy 2025.v1

## Effective Date: 16/12/2025

At ASI Locksmiths, we stand behind the quality of our workmanship and the products we supply. This policy explains what is covered, what is excluded, and how warranty claims are handled, including manufacturer warranties.

## 1 - Mechanical Locks, Hardware & Safes:

### Workmanship

ASI Locksmiths warrants its workmanship for **12 months** from the date of purchase. This includes:

- Faults caused by incorrect workmanship

### Product

- These products supplied by ASI Locksmiths are covered against manufacturing defects for **12 months**
- Where a manufacturing defect is identified within this period, ASI Locksmiths will, at its discretion, repair or replace the product
- Replacement products will be of equivalent type and function
- After the initial **12-month** period any longer Manufacturer's Product Warranty will apply where applicable

## 2 - Electronic Locks, CCTV & Alarm Systems:

### Workmanship

ASI Locksmiths warrants its workmanship for **12 months** from the date of purchase. This includes:

- Faults caused by incorrect workmanship

### Manufacturer Product Warranty

- Electronic products are covered by the manufacturer's warranty
- This typically covers defects in electronic components, circuitry, or mechanical mechanisms
- Warranty periods vary by manufacturer and **may exceed 12 months**

### Our Role

- ASI Locksmiths will assist with manufacturer warranty claims at no charge
- This includes providing proof of purchase and liaising with the manufacturer on your behalf

### Important Notes

- Manufacturer warranties generally exclude labour costs for removal or reinstallation unless the issue is due to our workmanship

## 3 – Exclusions:

This warranty does not cover:

- Products not supplied by ASI Locksmiths
- Products sold as second hand or refurbished
- Existing items that fail due to age, condition, poor quality or unrelated issues
- Existing items that have been rekeyed/repared and fail due to no fault of ASI Locksmiths
- Issues relating to keys not made available for testing on the day of works
- Normal wear and tear, cosmetic damage, misuse, neglect, or tampering
- Door, frame or gate movement caused by weather or environmental conditions
- Seasonal adjustments for door closers or latching due to wind/weather or air conditioning changes
- Damage resulting from burglary attempts, vandalism, fire, flood, or other external events
- Lost, damaged, or unreturned keys or codes
- Work altered or performed by third parties after installation
- Automotive or non-residential/commercial works are not covered under this warranty

## 4 – Remedies:

- **Workmanship Issues**  
We will repair, adjust, reinstall, or replace the product at no cost where the fault is due to our workmanship

## Residential and Commercial Warranty Policy 2025.v1

- **Mechanical Locks, Hardware and Safe Defects**

These products supplied by ASI Locksmiths that have a manufacturing defect within 12 months of date of purchase will be repaired or replaced at our discretion with a product of equivalent type and function

- **Manufacturers Product Defects**

We will assist with manufacturer warranty claims. Labour costs may apply unless the fault is due to our workmanship

### 5 - Other Important Information:

- This warranty is non-transferable and applies only to the original client at date of purchase
- Replacement products may differ slightly in appearance but will be functionally equivalent
- This policy replaces all other expressed or implied warranties to the extent permitted by law
- ASI Locksmiths is not liable for indirect or consequential loss or damage
- ASI Locksmith may update this policy from time to time and display the current version on our website

### 6 - Making a Warranty Claim:

To lodge a warranty claim, please contact us:

**Phone:** (02) 6251 1233

**Email:** [admin@asilocksmiths.com.au](mailto:admin@asilocksmiths.com.au)

**Address:** 61-63 Oatley Court, Belconnen ACT 2617

You will be required to:

- Provide proof of purchase (ASI Locksmiths invoice or receipt)
- Allow ASI Locksmiths to inspect the product and/or workmanship to assess the claim