Residential and Commercial Warranty Policy 2026.V2

Effective Date: 23/11/2026

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 **2 years** from the date of purchase. This includes:

- Faults caused by incorrect workmanship by ASI Locksmiths

Product

- These products supplied by ASI Locksmiths are covered against manufacturing defects for 2 years
- 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 2 year period any longer Manufacturer's Product Warranty will apply where applicable

2. Electronic Locks, CCTV & Alarm Systems:

Workmanship

ASI Locksmiths warrants its workmanship for **2 years** from the date of purchase. This includes:

- Faults caused by incorrect workmanship by ASI Locksmiths

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

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 and travel 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/repaired 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
- Special order requested brands or products
- Work altered or performed by third parties after installation
- Automotive or non-residential/commercial works are not covered under this warranty

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4. Remedies:

Workmanship Issues

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

Mechanical Locks, Hardware and Safe Defects

- These products supplied by ASI Locksmiths that have a manufacturing defect within 2 years 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 and travel 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 or 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
- Warranty claims and remedies are only carried out during normal business days and hours. Charges may apply for any requests outside of normal business days and hours

6. Customer Responsibilities

To maintain warranty coverage, customers must:

- Operate products in accordance with manufacturer instructions
- Take reasonable care of products and systems
- Arrange routine maintenance where required by the manufacturer
- Notify ASI Locksmiths as soon as reasonably practicable after becoming aware of a potential warranty issue
- Provide reasonable access for inspection, testing and rectification

7. Limitation of Liability

To the extent permitted by law:

- ASI Locksmiths is not liable for indirect, incidental, special or consequential loss or damage
- ASI Locksmiths is not responsible for losses arising from business interruption, loss of profit, loss of data, loss of use or security breaches resulting from events outside our reasonable control
- Nothing in this policy excludes, restricts or modifies any rights that cannot legally be excluded

8. Making a Warranty Claim:

To lodge a warranty claim, please contact us:
Phone: (02) 6251 1233
Email: 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
- Failure to provide access for inspection may affect the assessment of the warranty claim