

MECHANICAL WARRANTY STATEMENT



1. Our guarantee

Entro Global Pty Ltd ACN 659 183 356 (ENTRO or we) warrant, subject to the terms detailed in this warranty, that ENTRO products identified in this warranty (ENTRO Products) will be free from defects in workmanship and materials for the warranty periods identified in this warranty.

This warranty shall only apply to purchases of ENTRO Product by an ENTRO commercial or industrial customer, being a customer that purchases an ENTRO product to on sell or supply to a third party in the course of their ordinary business (ENTRO Customer), and shall not apply to such third party. To avoid any confusion, this warranty is personal to the ENTRO Customer and is non-transferable.

2. ENTRO Customer entitlement to claim

An ENTRO Customer will be eligible to make a claim under this warranty if, immediately after identifying a defect in an ENTRO Product, it ceases all use of the ENTRO Product and makes a claim in accordance with this warranty.

3. Procedure to make a claim

The ENTRO Customer must:

- (a) contact ENTRO on 1300 858 092 and email to sales@entro.com.au full details of the defective ENTRO Product including images and details of purchase (including written evidence of purchase) – on receipt of same ENTRO shall issue to the ENTRO Customer a claim number (noting that the issuing of a claim number does not constitute acceptance by ENTRO of the warranty claim made); and
- (b) return the defective ENTRO Product to the address specified by ENTRO identifying the ENTRO claim number issued.

4. Claim acceptance – remedies available

Following a valid claim being made, ENTRO will assess the warranty claim. In assessing the warranty claim, ENTRO may request a site visit of the ENTRO Customer’s premises and/or access to its staff during business hours. If the ENTRO Customer does not facilitate same, ENTRO is entitled to reject the warranty claim.

If ENTRO determines the warranty claim in favor of the ENTRO Customer it will, in its sole discretion:

- (a) arrange for repair of the defective ENTRO Product and return it to the ENTRO Customer;
- (b) provide a replacement ENTRO Product to the ENTRO Customer; or
- (c) refund the amount paid for the defective ENTRO Product to the ENTRO Customer.

If ENTRO rejects the warranty claim, the ENTRO Customer must collect the ENTRO Product or arrange for its collection at its cost.

5. ENTRO Product warranty period

The following schedule outlines (a) the ENTRO Products covered by this warranty, and (b) the warranty period applicable:

ENTRO Product	Warranty Period (commencing from date of invoice)
Locks & Latches (A0100, AO400 & A4000 series)	25 years
Door furniture (B0100, B2100 & B3100 series)	25 years
Door controls (D1200, D1300, D0600 & D0700 series)	25 years
All other ENTRO Products	10 years
Powder Coated Finishes	1 year (covers colour fade, chalking and film integrity)
PVD	5 years (covers colour fade, chalking and film integrity)

6. Exclusions to this warranty

This warranty shall not apply to:

- (a) any ENTRO Product that is damaged or rendered ineffective due to accident, abuse or misuse, improper handling, insufficient protection during any construction process, improper storage, improper installation, or failure to properly care for or maintain in accordance with manufacturer instructions;
- (b) normal wear and tear (including wear and tear caused by external exposure and/or use)
- (c) any ENTRO Product modified in any way;
- (d) leading edges of protective coatings or finishes applied to the ENTRO Product (including ‘tea staining’ or similar); and
- (e) any electronic componentry comprising part of the ENTRO Product.

7. This warranty is sole remedy available

To the maximum extent permitted by law, all warranties, conditions and guarantees, express or implied (including but not limited to any implied warranty of merchantability or fitness for a particular purpose arising under the Australian Competition and Consumer Act 2010 and any other sale of goods legislation or otherwise) are excluded and shall not apply to any ENTRO Product purchased.

Unless otherwise provided for in this warranty, the ENTRO Customer is solely responsible for all costs and expenses associated with any claim under this warranty, and ENTRO shall not be liable for any direct or indirect (including consequential) loss suffered, or to reimburse the ENTRO Customer for any installation, de-installation, freight or other charge or cost incurred by it associated with any ENTRO Product purchased.

This warranty shall apply as and from date of invoice and ENTRO may amend, modify or repeal this warranty at any time. In such a case, ENTRO Product purchased prior to such amendment, modification or repeal will not be impacted by such amendment, modification or repeal.