

10 Year Warranty Card

Archie Hardware warrants its products against defects in workmanship and materials for a period of 10 years from the date of purchase by the customer (receipt of purchase must be presented for any warranty claims). Archie Hardware products are subjected to the limitations and exclusions set out in this warranty card. If, within this period the product is found to be defective, and none of the limitations and exclusions set out in this warranty are applicable. Archie Hardware will supply the same or equivalent product free of charge. This is the only remedy granted by Archie Hardware under this warranty.

Limitations

All products are warranted for a period of 12 months from the date of purchase by the customer. This limitation does not apply to key locks and hinges included in door screen products, to which the full ten year warranty applies.

Exclusions

This warranty does not cover:

1. Damage to or malfunction or failure of the Archie Hardware product caused or contributed to by:
 - a) Misuse, abuse, accidental or intentional damage
 - b) Improper installation or failure to follow fitting instructions
 - c) Improper maintenance
 - d) Use contrary to instructions provided by Archie Hardware
 - e) Fair wear and tear
 - f) Any modifications or repair which has not been authorized by Archie Hardware
 - g) Use of substitute or replacement parts or cylinders other than genuine Archie Hardware parts or cylinders
2. The cost of:
 - a) Removal, replacement or reinstallation of the Archie Hardware product
 - b) Freight costs and travelling time
 - c) Any modification or repairs to a Archie Hardware product, unless authorized by Archie Hardware
3. Damage caused by corrosion when the Archie Hardware product is used in a corrosive environment
4. Tarnish, damage to or deterioration of soft finishes such as Satin Chrome, Chrome Plated and other finishes, which are subject to deterioration due to environmental conditions, frequency of use and other factors.
5. Damage to Gold, Chrome, and powder coated finishes caused by damage to the protective layer.
6. Deterioration in colour and performance of polymer materials.
7. Personal injury, property damage or economic loss however caused.

Claiming of the Warranty

8. If you purchased a Archie Hardware product from a retailer or other reseller (as opposed to direct from Archie Hardware) and wish to claim on the warranty to the retailer or reseller, you must at your own expense:
 - a) Return the product securely packed to protect against damage to the product

GUANGDONG ARCHIE HARDWARE CO., LTD. (JMA Group)



Telephone: (+86) 0757-8551323

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Street: Chang Hong Ridge Industrial Park, Dali, Nanhai District

City: Foshan City

Province: Guangdong

Country: People's Republic of China (PRC)

P.O.528231

- b) Provide details of the claim on the warranty, proof of original purchase, including your name, address, email address, telephone number, to the retailer or reseller from whom you originally purchased the product, within the respective warranty period referred to above.
- c) If you purchased Archie Hardware product directly and wish to claim on the warranty directly from Archie Hardware, you must, at your own expense: contact the Archie Hardware customer service department at the contact details below to provide Archie Hardware with more details of the claim on the warranty. Provide Archie Hardware with the proof of original purchase and obtain a case number, securely pack the product to protect against damage to the product. Include a copy of the original proof of purchase in the packaging. Clearly mark the case number on the outside of the packaging and then return the product direct to Archie Hardware to the address below within the respective warranty period referred to above.
- d) Products returned directly to Archie Hardware without a case number may not be accepted by Archie Hardware.
- e) The issue of a case number and acceptance of returned products by Archie Hardware's staff does not constitute acceptance by Archie Hardware of the claim on the warranty.
- f) Archie Hardware will (or authorize the retailer or reseller from whom you originally purchased the product to) assess any claim you may make on the warranty and if, in Archie Hardware's reasonable opinion, the warranty applies, Archie Hardware will at its own option and cost (authorize the retailer or other reseller from whom you originally purchased the product to) provide you with the same or (if the same product is no longer available) the closest similar Archie Hardware product. Repair the product and return it to you or refund the price you paid for the product. This is the only obligation of Archie Hardware under the warranty. Archie Hardware will bear its own expenses of doing those things and you must bear any other expenses of claiming the warranty.
- g) If products are returned to Archie Hardware for which, Archie Hardware's reasonable opinion the warranty does not apply the products will be returned to you freight collect.

This warranty is in addition to and not in substitution for any rights of the purchaser under the Trade Practices Act and state or territory legislation.

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