



Regent Series

Locks & Latches

25 year mechanical warranty 10 year finish warranty

Allegion Australia Pty Limited Warranty

The warranty conditions below only apply to goods sold and used in Australia

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Where a failure does not amount to a major failure, Allegion Australia Pty Ltd is entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was a reasonably foreseeable consequence of a failure by Allegion Australia Pty Ltd to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (eg from your insurance assessor), depending on the loss or damage.
2. In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, the manufacturer warrants this product to be free from defects in materials or workmanship for the period stated on the packaging from the date of purchase.
3. In order to claim under this warranty you will need to return to the Allegion Retailer, along with proof of purchase (typically this will be a receipt). Any cost incurred by you in bringing the product to the place of purchase will be borne by you. We will then, at our option, either repair or replace the product, or refund your money and take back the product.
4. Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by defective workmanship or materials, and was not caused by or substantially contributed to by other factors, or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, alteration or modification of the product in a manner not recommended by the manufacturers or any neglect, misuse or excessive use.
5. The warranty contained herein excludes deterioration of decorative finishes, unless those finishes are specifically listed in this product warranty card or on the packaging.
6. The benefits conferred by this manufacturer's warranty are in addition to all rights and remedies conveyed by the Competition and Consumer Act 2010 (Commonwealth), and any other statutory rights to which you may already be entitled, and this warranty does not exclude, restrict or modify any such rights or remedies that are implied by law.

Contact

AUSTRALIA

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