

NOVAS

WARRANTY STATEMENT

Lodging a Warranty Claim

To make a claim under this warranty, please complete the Novas Warranty Procedure form and send to sales@novas.com.au

All claims must be received by Novas within the applicable warranty period. Once your claim is received, a representative of Novas will determine whether your warranty claim is valid and, if it is, will inform you how Novas will honour it. After you lodge a warranty claim, Novas may, before providing warranty service, require that you provide proof of purchase, respond to questions designed to assist with diagnosing potential faults and follow Novas' procedures for obtaining warranty service. You must respond to all requests promptly and at your own expense.

If you are required to return any products to Novas, you must do so at your own expense. Products must be securely packed to protect against damage. You must notify Novas of your warranty claim before returning any products.

General Warranty

Warranty:

Novas warrants that all products supplied by Novas will be free of defects in material and workmanship (including mechanical parts). The warranty period is 25 years from the date of supply of the product, with the following exceptions.

Other warranty periods:

- (a) Keys – the warranty period for keys supplied with Novas products is 12 months from the date of supply;
- (b) Finishes – some Novas products are finished with a PVD coating, which is warranted to be free of defects in material and workmanship for 25 years from the date of supply;
- (c) Other products – the warranty period for door closers, short backset mortice locks and key and lever locks is 7 years from the date of supply.

GEZE GmbH and Exidor Ltd branded products:

Novas will honour warranty claims on these products that are within the terms of the warranty offered by the manufacturer.

If you submit a valid claim under this warranty, Novas will, at its option:

NOVAS

WARRANTY STATEMENT

- (a) repair the product;
- (b) replace the product with a product that is at least equivalent to the original product in function and quality; or
- (c) refund the purchase price.

When a product or component is replaced or refunded, any replacement item becomes your property and the replaced item becomes Novas' property.

Novas' obligations under this warranty are limited to those stated above. Any costs you incur in making this warranty claim are your responsibility and are not covered by this warranty. This warranty does not cover the removal or fitment of products replaced under warranty or any other associated costs.

If products are returned to Novas and it is determined by Novas that the warranty does not apply the products will be returned to you at your expense.

This warranty is subject to the exclusions and conditions below. Where a supplemental warranty has been issued by Novas, the terms of that additional warranty prevail to the extent of any inconsistency.

Warranty Exclusions and Limitations

This warranty does not apply to products that:

- (a) have not been purchased from Novas or a Novas authorised distributor;
- (b) have been modified or changed without approval from Novas;
- (c) have not been installed in accordance with Novas' then current installation and environment specifications (including outdoor use of products designed for indoor use only);
- (d) products which have not been properly maintained in accordance with Novas' care and maintenance recommendations;
- (e) products which are sold as "B" class or seconds; and
- (f) products which have had any of the brands, marks, patented plates, numbers or other information defaced or removed.

NOVAS

WARRANTY STATEMENT

This warranty does not apply to damage caused by:

- (a) repair, maintenance or service by a person not authorised by Novas;
- (b) normal wear and tear;
- (c) use of substitute or replacement parts or cylinders, other than genuine Novas parts;
- (d) accident, abuse, misuse, neglect or damage; and
- (e) defects or deterioration caused by being exposed to harsh environments outside the specification for that product (e.g., corrosives, including (without limitation) vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray and high humidity).

Special note about stainless steel products

Stainless steel products are not 'stain free', but rather will stain less than ordinary carbon steel. Novas stainless steel products are not warranted against surface discolouration known as 'tea staining'.

Please see our maintenance guidelines for more information about stainless steel products and tea staining.