

Document Code: **DOC-WARNTY**  
Revision: 1 (2018.02.12)

## WARRANTY TERMS & CONDITIONS

Under the Australian Consumer Law, when you buy products and services, they come with automatic guarantees that they will work and do what they are designed to do. If you buy something that isn't right, you have consumer rights.

For more information visit: <https://www.accc.gov.au/consumers/consumer-rights-guarantees>

Unless otherwise required by Australian Consumer Law, the following warranty terms and conditions apply;

All workmanship performed by *Security Strategies* is covered by a 5 year warranty unless written by *Security Strategies* otherwise.

All parts and materials, that are supplied and installed by *Security Strategies*, unless written by *Security Strategies* otherwise, have the following warranty periods;

- 36 Months warranty - All Bosch parts and materials (excluding batteries)
- 36 Months warranty - All HIK Vision parts and materials (excluding batteries)
- 24 Months warranty – All Inner Range parts and materials (excluding batteries)
- 12 Months warranty - All other parts and materials (excluding batteries)
- 3 Months warranty - All batteries

Any parts or materials, determined by *Security Strategies* to be defective or damaged by means other than what is considered as normal or intended use by the client, including but not limited to, system inadequately maintained, misuse, abuse, tampering, sabotage, fire, water, hail, heat, high humidity, power surge, power failures, lightening, vermin, insects, birds, pets, other animals, acts of nature, un-authorized alterations, alterations and/or modifications by any other person other than a *Security Strategies* employee or contractor will void the warranty.

*Security Strategies* will, at our discretion, either replace or repair any parts or materials that become defective during the above warranty period at no charge to the client (excluding any plant hire or height equipment required, ie scissor or boom lift hire) during our standard business hours (7:00AM - 5:00PM Monday - Friday) within a reasonable period.

Where a technician has been requested to attend a site by the customer for a warranty repair outside business hours, the customer will be billed for 100% of the callout fee and hours onsite, this will be at our standard after hours rates.

Where a technician has been requested to attend a site by the customer for a warranty repair and it is determined that there is no fault with the equipment or the fault is not covered by warranty, 100% of the time onsite including the call out fee and all parts and materials used will be billable by *Security Strategies* to the customer.

On top of the above warranty terms and conditions, the customer should also be aware of the limitations of an electronic security system, this is available for download from: <http://www.securitystrategies.com.au/downloads/forms/>

*Security Strategies*