



Sentinel Safes Warranty Statement

SENTINEL SAFES WARRANTY POLICY

This Warranty Policy sets out the terms and conditions under which Sentinel Safes Pty Ltd, provides warranty coverage for safes and related products sold directly by us or through our authorised dealers.

1. GENERAL INFORMATION

In this document:

- “Sentinel Safes ” / “ we ” / “ us ” / “our” refers to Sentinel Safes Pty Ltd;
- “you ” / “your” refers to the original purchaser of the product;
- “Product” refers to any safe or locking mechanism supplied by us;
- “Authorised Dealer” means any business approved to sell Sentinel Safes products.

2. WARRANTY COVERAGE

Sentinel Safes provides the following standard warranty on all products sold:

- 7-Year Structural Warranty: Covers the integrity of the safe body, including its welds, hinges, and framework.
- 2-Year Electronic Warranty: Covers keypad, electronic lock systems, and circuit boards.

All warranties are valid from the original date of purchase, as shown on your receipt or invoice.

3. YOUR CONSUMER RIGHTS

This warranty operates in addition to your rights under the Australian Consumer Law (ACL).

Where applicable, you are entitled to:

- A replacement or refund for a product with a major defect;
- Repair or replacement of a product that is not of acceptable quality.

Nothing in this policy limits or excludes any rights you have under the ACL or similar laws.

4. WARRANTY CONDITIONS

To ensure your warranty is valid:

- You must retain proof of purchase;
- The Product must have been used as intended, in a residential or commercial environment with reasonable care;
- Claims must be made within the relevant warranty period;
- The Product must not have been altered, modified, or repaired by unauthorised parties.

5. GOVERNING LAW

This Warranty Policy is governed by the laws of Queensland, Australia. By purchasing our products, you agree to submit to the jurisdiction of the courts in Queensland for any disputes relating to this warranty.

6. WARRANTY CLAIM PROCESS

To make a claim under this warranty:

1. Contact your original place of purchase, especially if bought via an Authorised Dealer.
2. If the dealer is unavailable or you purchased directly from us, contact Sentinel Safes via the details provided in Section 9.

3. Provide:

- Your full name and contact information;
- Proof of purchase (invoice or receipt);

- Description of the issue;
- Photos of the product and any visible faults.

We may request the Product be returned to us for assessment or arrange an on-site inspection depending on the nature of the issue.

Please retain the original packaging where possible, as safe and secure transport of heavy items is critical.

7. WHAT WE WILL DO

If the Product is assessed and deemed defective under this warranty, we will:

- Repair or replace the Product (or component) at our discretion, using either new or equivalent parts;
- If a replacement model is no longer available, we may provide an equivalent product from our current range;
- Cover the costs of repair or replacement safe.

8. WHAT IS NOT COVERED

This warranty does not cover:

- Damage due to misuse, abuse, or incorrect installation;
- Damage caused by accidents, fire, flood, vandalism, or force majeure;
- Damage caused during transportation after delivery (unless reported within 30 days of delivery)
- Products modified or serviced by unauthorised persons;
- Issues resulting from lack of maintenance or negligence;
- Normal wear and tear, including rust in high-humidity environments;
- Loss or damage to contents stored inside the safe;
- Claims made without proof of purchase.

9. LIMITATION OF LIABILITY

To the fullest extent permitted by law:

- Sentinel Safes will not be responsible for any indirect or consequential loss, including loss of valuables or income;
- Our total liability is limited to the cost of repair, replacement, or refund of the Product — at our discretion;
- We are not responsible for costs related to transport, installation, or removal unless agreed in writing.

10. Residential and Commercial Use Coverage

- This warranty applies to Sentinel Safes products used in both residential and commercial environments, including but not limited to homes, offices, retail premises, hospitality venues, medical practices, and warehouses, provided the Product has been installed and used in accordance with Sentinel Safes' guidelines and the terms of this Warranty Policy.
 - Commercial use does not limit or void warranty coverage, except where damage arises from misuse, abnormal operating conditions, unauthorised modification, or non-compliant installation.
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This Warranty Policy is issued by Sentinel Safes Pty Ltd and is intended to provide clarity to customers and retail partners regarding warranty coverage and consumer rights.