

# WARRANTY AND GUARANTEES

PLEASE SELECT THE APPROPRIATE BRAND

## HARDAZ

### HARDAZ WARRANTY | Australian Consumer Law Guarantees

#### AUSTRALIAN CONSUMER LAW GUARANTEES

TRIO GROUP Australia Pty Limited ACN 008123108 ("Trio") guarantees all of its HARDAZ branded products in accordance with the Australian Consumer Law.

#### WARRANTY

##### 1. Warranty

TRIO also warrants that each of its HARDAZ branded products will be free of defects in material and workmanship including mechanical parts) for a period of 12 months from the date of purchase of the product with which this document is given, subject to the limitations and exclusions set out below ("Warranty").

##### 2. Limitations

Unless other expressly provided for in writing and subject to the exclusions set out in this Warranty:

###### a. Finish

The Warranty does not apply to the finishes of HARDAZ branded products nor to cosmetic or appearance damage.

###### b. Galvanised Steel

Galvanised Steel should NOT be welded as in the welding process Galvanising is a process, which reduces the speed of corrosion. The Warranty therefore does not cover rusting of Galvanised products.

##### 3. Claiming on the Warranty

###### (a)

- i. If you purchased a HARDAZ branded product from a retailer or other reseller (as opposed to direct from TRIO) and wish to claim on the Warranty to the retailer or other reseller, you must, at your own expense:
  - a. return the product securely packed to protect against damage to the product; and
  - b. provide details of:
    - I. the claim on the Warranty;
    - II. proof of original purchase; and
    - III. your name, address, email address (assuming you have one) as well as a telephone number;

to the retailer or other reseller from whom you originally purchased the product, within the respective warranty period referred to above.
- ii. (A) If you purchased a HARDAZ branded product direct from TRIO or otherwise wish to claim on the Warranty direct to TRIO, you must, at your own expense:
  - i. first contact the TRIO Customer Service team -on the contact details below and:
    - a. provide TRIO with details of the claim on the Warranty;
    - b. organise to provide TRIO with proof of original purchase; and
    - c. obtain a claim number
  - ii. securely pack the product to protect against damage to the product;
  - iii. include a copy of the original proof of purchase in the pack;
  - iv. clearly mark the claim number on the outside of the pack; and then return the product direct to TRIO at the address below, within the respective warranty period referred to above.

(B) Products returned direct to TRIO without a claim number may not be accepted by TRIO.

(C) The issue of a claim number and acceptance of returned products by TRIO's staff does not constitute acceptance by TRIO of the claim on the Warranty.

###### (b)

TRIO will (or authorise the retailer or other reseller from whom you originally purchased the product to) assess any claim you may make on the Warranty and if, in TRIO's reasonable opinion, the Warranty applies, TRIO will at its own option and cost (or authorise the retailer or other reseller from whom

you originally purchased WARRANTY the product to):

- i. provide you with the same or (if the same product is no longer available) the closest similar HARDAZ branded product;
- ii. refund the price you paid for the product.

This is the only obligation of TRIO under the Warranty. TRIO will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

###### (c)

If products are returned to TRIO for which, in TRIO's reasonable opinion, the Warranty does not apply, the products will be returned to you freight collect.

##### 4. Exclusions

The Warranty does not apply to:

- a. TRIO's HARDAZ branded products which have been improperly installed or fitted or for which the TRIO's installation and fitting instructions have not been followed;
- b. TRIO's HARDAZ branded products which have been used in a way or manner not within the scope and limitations of the technical and other specifications for the products published from time to time by TRIO;
- c. Fair wear and tear;
- d. TRIO's HARDAZ branded products which are not new when purchased by the original purchaser;
- e. Anyone other than original purchasers of new TRIO's HARDAZ branded products;
- f. The removal, refitment or replacement of TRIO's HARDAZ branded products or associated charges; or
- g. Personal injury, property damage, consequential or economic loss, howsoever caused.
- h. TRIO markets its products across third party channels which consumers are able to link to other websites which are not under the control of TRIO. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Products sold via thirty party channels are not warranted by TRIO.
- i. While we endeavour to keep our information up to date and correct, TRIO makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services, or related graphics marketed for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will TRIO be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of the information released.

##### 5. Australian Consumer Law Requirements

The Australian Consumer Law also requires TRIO to state in relation to the Warranty that:

- a. TRIO gives the Warranty and the name, address, telephone number and email address of TRIO as:

TRIO Group Australia Pty Ltd.,  
494 Churchill Rd, Kilburn, SA 5084.  
08 8262 5055  
sales@trioaustralia.com.au
- b. The Warranty is in addition to other rights and remedies you may have under a law in relation to the goods to which the Warranty relates.
- c. 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.



## TRIO Revive

### TRIO Revive WARRANTY | Australian Consumer Law Guarantees

#### AUSTRALIAN CONSUMER LAW GUARANTEES

TRIO GROUP Australia Pty Limited ACN 008123108 ("Trio") guarantees all of its Trio Revive branded products in accordance with the Australian Consumer Law.

#### WARRANTY

##### 1. Warranty

TRIO also warrants that each of its Trio Revive branded products will be free of defects in material and workmanship including mechanical parts) for a period of 10 years from the date of purchase of the product with which this document is given, subject to the limitations and exclusions set out below ("Warranty").

##### 2. Limitations

Unless other expressly provided for in writing and subject to the exclusions set out in this Warranty:

##### a. Keys

Keys used in Trio Revive branded products are warranted will be free of defects in material and workmanship for a period of 12 months from the date of purchase.

##### b. Finish

TRIO's Trio Revive branded products are warranted to be free of defects in material and workmanship against corrosion, tarnishing and discolouration for a period of 5 years from the date of purchase of the product.

##### Stainless Steel -

Stainless Steel is not stain free but stains less, compared to ordinary carbon steel. Tea staining is a natural process that may happen to stainless steel products if not cleaned regularly and pursuant to TRIO's instructions. The Warranty therefore does not cover tea staining of Stainless Steel products.

##### 3. Pneumatic Door Closers

All window screen and door screen pneumatic closers are warranted will be free of defects in material and workmanship for a period of 12 months from the date of purchase

##### 4. Claiming on the Warranty

##### (a)

- ii. If you purchased a Trio Revive branded product from a retailer or other reseller (as opposed to direct from TRIO) and wish to claim on the Warranty to the retailer or other reseller, you must, at your own expense:
  - a. return the product securely packed to protect against damage to the product; and
  - b. provide details of:
    - I. the claim on the Warranty;
    - II. proof of original purchase; and
    - III. your name, address, email address (assuming you have one) as well as a telephone number;

to the retailer or other reseller from whom you originally purchased the product, within the respective warranty period referred to above.
- iii. (A) If you purchased a Trio Revive branded product direct from TRIO or otherwise wish to claim on the Warranty direct to TRIO, you must, at your own expense:
  - i. first contact the TRIO Customer Service team at the contact details below and:
    - a. provide TRIO with details of the claim on the Warranty;
    - b. organise to provide TRIO with proof of original purchase; and
    - c. obtain a claim number
  - ii. securely pack the product to protect against damage to the product;
  - iii. include a copy of the original proof of purchase in the pack;
  - iv. clearly mark the claim number on the outside of the pack; and then return the product direct to TRIO at the address below, within the respective warranty period referred to above.

- (B) Products returned direct to TRIO without a claim number may not be accepted by TRIO.
- (C) The issue of a claim number and acceptance of returned products by TRIO's staff does not constitute acceptance by TRIO of the claim on the Warranty.

##### (b)

TRIO will (or authorise the retailer or other reseller from whom you originally purchased the product to) assess any claim you may make on the Warranty and if, in TRIO's reasonable opinion, the Warranty applies, TRIO will at its own option and cost (or authorise the retailer or other reseller from whom you originally purchased WARRANTY the product to):

1. provide you with the same or (if the same product is no longer available) the closest similar TRIO Trio revive branded product;
2. repair the product and return it to you; or
3. refund the price you paid for the product.

This is the only obligation of TRIO Trio Revive under the Warranty. TRIO will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

##### (c)

If products are returned to TRIO for which, in TRIO's reasonable opinion, the Warranty does not apply, the products will be returned to you freight collect.

##### 5. Exclusions

The Warranty does not apply to:

- h. TRIO's Trio revive branded products which have been improperly installed or fitted or for which the TRIO's installation and fitting instructions have not been followed;
- i. TRIO's Trio revive branded products which have been used in a way or manner not within the scope and limitations of the technical and other specifications for the products published from time to time by TRIO;
- j. TRIO's Trio revive branded products which have not been properly maintained in accordance with Trio revives care and maintenance recommendations; (Trio revives care and maintenance recommendations can be found at [www.trioaustralia.com.au](http://www.trioaustralia.com.au));
- k. TRIO's Trio Revive branded products which have been used in a way or manner not within the scope and limitations of the technical and other specifications for the products published from time to time by TRIO;
- l. Fair wear and tear;
- m. TRIO's Trio Revive branded products which have been modified or repaired without the written authorisation of TRIO;
- n. TRIO's Trio Revive branded products with which substitute or replacement parts or cylinders, other than genuine TRIO parts or cylinders, have been used;
- o. defects or deterioration caused to TRIO's Trio Revive branded products from being exposed to corrosives, including (without limitation) vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray, high humidity;
- p. TRIO's Trio Revive branded products which are not new when purchased by the original purchaser;
- q. Anyone other than original purchasers of new TRIO's Trio Revive branded products;
- r. The removal, refitment or replacement of TRIO's Trio Revive branded products or associated charges; or
- s. Personal injury, property damage, consequential or economic loss, howsoever caused.
- t. TRIO markets its products across third party channels which consumers are able to link to other websites which are not under the control of TRIO. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Products sold via thirty party channels are not warranted by TRIO.

- u. While we endeavour to keep our information up to date and correct, TRIO makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services, or related graphics marketed for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will TRIO be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of the information released.

#### 6. Australian Consumer Law Requirements

The Australian Consumer Law also requires TRIO to state in relation to the Warranty that:

- a. TRIO gives the Warranty and the name, address, telephone number and email address of TRIO as:  
TRIO Group Australia Pty Ltd.,  
494 Churchill Rd, Kilburn, SA 5084.  
08 8262 5055  
sales@trioaustralia.com.au
- b. The Warranty is in addition to other rights and remedies you may have under a law in relation to the goods to which the Warranty relates.
- c. 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.

## Ezyas

### Ezyas | Australian Consumer Law Guarantees

#### AUSTRALIAN CONSUMER LAW GUARANTEES

TRIO GROUP Australia Pty Limited ACN 008123108 ("Trio") guarantees all of its Ezyas branded products in accordance with the Australian Consumer Law.

#### Ezyas WARRANTY

##### 1. Warranty

Trio also warrants that each of its Ezyas branded products with which this document is given will be free of defects in material and workmanship including mechanical parts) for a period of 12 months from the date of purchase of the product, subject to the limitations and exclusions set out below ("Warranty").

##### 2. Limitations

Unless otherwise expressly provided for in writing and subject to the exclusions set out in this Warranty:

##### a. Finish

The Warranty does not apply to the finish of the TRIO's Ezyas branded products or to cosmetic or appearance damage.

##### 3. Claiming on the Warranty

##### (a)

- i. If you purchased an Ezyas branded product from a retailer or other reseller (as opposed to direct from TRIO) and wish to claim on the Warranty to the retailer or other reseller, you must, at your own expense:
    - a. return the product securely packed to protect against damage to the product; and
    - b. provide details of:
      - i. the claim on the Warranty;
      - ii. proof of original purchase; and
      - iii. your name, address, email address (if you have one) and telephone number;
- to the retailer or other reseller from whom you originally purchased the product, within the respective warranty period referred to above.

- ii. (A) If you purchased an Ezyas branded product direct from TRIO or otherwise wish to claim on the Warranty direct to TRIO, you must, at your own expense:
  - i. first contact the TRIO Customer Service Team at the contact details below to:
    - a. provide TRIO with details of the claim on the Warranty;
    - b. organise to provide TRIO with proof of original purchase; and
    - c. obtain a claim number
  - ii. securely pack the product to protect against damage to the product;
  - iii. include a copy of the original proof of purchase in the pack;
  - iv. clearly mark the claim number on the outside of the pack; and then return the product direct to TRIO at the address below, within the respective warranty period referred to above.
- (B) Products returned direct to TRIO without a claim number may not be accepted by TRIO.

(C) The issue of a claim number and acceptance of returned products by TRIO's staff does not constitute acceptance by TRIO of the claim on the Warranty.

##### (b)

TRIO will (or authorise the retailer or other reseller from whom you originally purchased the product to) assess any claim you may make on the Warranty and if, in TRIO's reasonable opinion, the Warranty applies, TRIO will at its own option and cost (or authorise the retailer or other reseller from whom you originally purchased WARRANTY the product to):

- i. provide you with the same or (if the same product is no longer available) the closest similar TRIO Ezyas branded product;
- ii. repair the product and return it to you; or
- iii. refund the price you paid for the product.

This is the only obligation of TRIO under the Warranty. TRIO will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

##### (c)

If products are returned to TRIO for which, in TRIO's reasonable opinion, the Warranty does not apply, the products will be returned to you freight collect.

#### 4. Exclusions

The Warranty does not apply to:

- a. TRIO's Ezyas branded products which have been improperly installed or fitted or for which the TRIO installation, fitting or assembly instructions have not been followed;
- b. TRIO's Ezyas branded products which have not been properly maintained in accordance with TRIO's care and maintenance recommendations; (TRIO's care and maintenance recommendations can be found at [www.trioaustralia.com.au](http://www.trioaustralia.com.au)).
- c. TRIO's Ezyas branded products which are made using components or specifications provided or requested by someone other than TRIO;
- d. fair wear and tear;
- e. TRIO's Ezyas branded products which have been subject to accident, abuse, misuse, neglect or damage;
- f. TRIO's Ezyas branded products which are not new when purchased by the original purchaser;
- g. anyone other than original purchasers of new TRIO'S's Ezyas branded products;
- h. the removal, refitment or replacement of Trio's Ezyas branded products or associated charges; or
- i. Personal injury, property damage, direct, indirect, special or consequential loss or damage, howsoever caused.
- j. TRIO markets its products across third party channels which consumers are able to link to other websites which are not under the control of TRIO. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Products sold via thirty party channels are not warranted by TRIO.

- k. While we endeavour to keep our information up to date and correct, TRIO makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services, or related graphics marketed for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will TRIO be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of the information released.

#### 5. Australian Consumer Law Requirements

The Australian Consumer Law also requires TRIO to state in relation to the Warranty that:

- a. TRIO gives the Warranty and the name, address, telephone number and email address of TRIO as:  
TRIO Group Australia Pty Ltd.,  
494 Churchill Rd, Kilburn, SA 5084.  
08 8262 5055  
sales@trioaustralia.com.au
- b. The Warranty is in addition to other rights and remedies you may have under a law in relation to the goods to which the Warranty relates.
- c. 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.

## Trio Commercial

### TRIO COMMERCIAL | Australian Consumer Law Guarantees

#### AUSTRALIAN CONSUMER LAW GUARANTEES

TRIO GROUP Australia Pty. Limited ACN 008123108 ("Trio") guarantees all of its TRIO COMMERCIAL branded products in accordance with the Australian Consumer Law.

#### COMMERCIAL WARRANTY

##### 1. Warranty

TRIO also warrants that each of its TRIO COMMERCIAL branded products with which this document is given will be free of defects in material and workmanship (including mechanical parts) for a period of 5 years from the date of purchase of the product, subject to the limitations and exclusions set out below ("Warranty").

##### 2. Limitations

Unless otherwise expressly provided for in writing and subject to the exclusions set out in this Warranty:

- a. **Keys**  
Keys used in TRIO's Commercial branded products are warranted will be free of defects in material and workmanship for a period of 12 months from the date of purchase.
- b. **Finish**  
The Warranty does not apply to the finish of the TRIO COMMERCIAL branded products or to cosmetic or appearance damage.
- c. **Stainless Steel**  
Stainless Steel is not stain free but stains less, compared to ordinary carbon steel. Tea staining is a natural process that may happen to stainless steel products if not cleaned regularly and pursuant to TRIO instructions. The Warranty therefore does not cover tea staining of Stainless Steel products.

##### 3. Claiming on the Warranty

###### (a)

- i. If you purchased an TRIO COMMERCIAL branded product from a retailer or other reseller (as opposed to direct from TRIO) and wish to claim on the Warranty to the retailer or other reseller, you must, at your own expense:

- a. return the product securely packed to protect against damage to the product; and
- b. provide details of:
  - i. the claim on the Warranty;
  - ii. proof of original purchase; and
  - iii. your name, address, email address (if you have one) and telephone number;
 to the retailer or other reseller from whom you originally purchased the product, within the respective warranty period referred to above.

- i. (A) If you purchased a TRIO COMMERCIAL branded product direct from TRIO or otherwise wish to claim on the Warranty direct to TRIO, you must, at your own expense:

- i. first contact the TRIO customer service team at the contact details below to:
  - a. provide TRIO with details of the claim on the Warranty;
  - b. organise to provide TRIO with proof of original purchase; and
  - c. obtain a claim number
- ii. securely pack the product to protect against damage to the product;
- iii. include a copy of the original proof of purchase in the pack;
- iv. clearly mark the claim number on the outside of the pack; and then return the product direct to TRIO at the address below, within the respective warranty period referred to above.

(B) Products returned direct to TRIO without a claim number may not be accepted by TRIO.

(C) The issue of a Claim number and acceptance of returned products by TRIO's staff does not constitute acceptance by TRIO of the claim on the Warranty.

###### (b)

TRIO will (or authorise the retailer or other reseller from whom you originally purchased the product to) assess any claim you may make on the Warranty and if, in TRIO's reasonable opinion, the Warranty applies, TRIO will at its own option and cost (or authorise the retailer or other reseller from whom you originally purchased WARRANTY the product to):

- i. provide you with the same or (if the same product is no longer available) the closest similar TRIO COMMERCIAL branded product;
- ii. repair the product and return it to you; or
- iii. refund the price you paid for the product.

This is the only obligation of TRIO under the Warranty. TRIO will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

###### (c)

If products are returned to TRIO for which, in TRIO's reasonable opinion, the Warranty does not apply, the products will be returned to you freight collect.

##### 4. Exclusions

The Warranty does not apply to:

- a. TRIO's COMMERCIAL branded products which have been improperly installed or fitted or for which the TRIO's installation and fitting instructions have not been followed;
- b. TRIO's COMMERCIAL branded products which have not been properly maintained in accordance with TRIO's care and maintenance recommendations; (TRIO's care and maintenance recommendations can be found at [www.trioaustralia.com.au](http://www.trioaustralia.com.au));
- c. TRIO's COMMERCIAL branded products which have been used in a way or manner not within the scope and limitations of the technical and other specifications for the products published from time to time by TRIO;
- d. TRIO's COMMERCIAL branded products which are made using components or specifications provided or requested by someone other than TRIO;
- e. fair wear and tear;
- f. TRIO's COMMERCIAL branded products which have been modified or repaired without the written authorisation of TRIO;
- g. TRIO's COMMERCIAL branded products with which substitute or replacement parts or cylinders, other than genuine TRIO parts or cylinders, have been used;



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- h. defects or deterioration caused to TRIO's COMMERCIAL branded products from being exposed to corrosives, including (without limitation) vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray, high humidity;
  - i. TRIO's COMMERCIAL branded products which are not new when purchased by the original purchaser;
  - j. anyone other than original purchasers of new TRIO's COMMERCIAL branded products;
  - k. the removal, refitment or replacement of TRIO's COMMERCIAL branded products or associated charges; or
  - l. Personal injury, property damage, direct, indirect, special or consequential loss or damage, howsoever caused.
  - m. TRIO markets its products across third party channels which consumers are able to link to other websites which are not under the control of TRIO. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Products sold via third party channels are not warranted by TRIO.
  - n. While we endeavour to keep our information up to date and correct, TRIO makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services, or related graphics marketed for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will TRIO be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of the information released.
5. **Australian Consumer Law Requirements**  
**The Australian Consumer Law also requires TRIO to state in relation to the Warranty that:**
- a. TRIO gives the Warranty and the name, address, telephone number and email address of TRIO as:  
TRIO Group Australia Pty Ltd.,  
494 Churchill Rd, Kilburn, SA 5084.  
08 8262 5055  
sales@trioaustralia.com.au
  - b. The Warranty is in addition to other rights and remedies you may have under a law in relation to the goods to which the Warranty relates.
  - c. 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.