

### PROFESSIONAL INSTALLERS

### SELF INSTALLERS

● **Contact SafetyEx on 1300 812 660 to report the fault.**

● SafetyEx will provide guidance and advice to help rectify the apparent fault. If the problem cannot be rectified, SafetyEx will issue you with a Warranty Return Authorisation number.

● You return the smoke alarm to SafetyEx. When the smoke alarm arrives with SafetyEx, we will check and test the smoke alarm and if found to be faulty we will notify you that your warranty claim has been approved and send you a replacement alarm.

● You can then send SafetyEx an invoice for \$ 90.00 plus the cost you incurred in posting the alarm to SafetyEx. The postage receipt must be provided to have postage reimbursed.

● SafetyEx will pay your invoice within 7 days from receipt of their invoice.

● **Contact SafetyEx on 1300 812 660 to report the fault.**

● SafetyEx will provide guidance and advice to help rectify the apparent fault. If the problem cannot be rectified, SafetyEx will organise an Approved Service Agent to attend and rectify.

● Prior to SafetyEx sending out an Approved Service Agent, the customer is to provide credit card details for a \$90.00 charge. If after attendance the smoke alarm is deemed to be faulty, the \$90.00 is refunded to the customer.

● After attendance the Approved Service Agent returns the faulty smoke alarm to SafetyEx together with their invoice for \$90.00 plus the cost incurred in posting the alarm to SafetyEx. The postage receipt must be provided to have postage reimbursed.

● SafetyEx pays the Approved Service Agent within 7 days from receipt of their invoice.

### Not Covered Under Warranty:

- ✓ Products without sufficient proof of purchase;
- ✓ Lost or stolen products;
- ✓ Products whose warranty period expires;
- ✓ Non-quality-related issues (after 30 days of purchase);
- ✓ Free products;
- ✓ Repairs through 3rd parties;
- ✓ Damage from outside sources;
- ✓ Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly);
- ✓ Purchases from unauthorised re-sellers.