

2. OUR WARRANTY

Dominator Safes supplies and supports all warranties relating to products which are offered and supplied by Us or through an Authorised Dealer. We warrant to You that Dominator Safes products:

- will, during the relevant Warranty Period in accordance with clause 3, comply with the technical specifications included with the product or published on our website www.dominatorsafes.com.au;
- are constructed of suitable and appropriate materials; and
- are constructed using good and careful workmanship.

If You are a consumer under the Australian Consumer Law then Our products also 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 acceptable quality and the failure does not amount to major failure.

The benefits given to You under this Warranty Policy are in addition to other rights and remedies under a law in relation to the products. Nothing in this Warranty Policy purports to exclude, restrict or modify or have the effect of excluding, restricting or modifying the application of any of the provisions of the Competition and Consumer Act 2010 or any relevant laws which by law cannot be excluded, restricted or modified.

3. WARRANTY PERIODS

We offer You the choice of one of three warranty periods for products supplied by Dominator Safes, being:

- a standard warranty period (Dominator Standard Care™);
- an extended warranty period (Dominator Extended Care™) upon registration in accordance with clause 4.2; and
- an extra extended warranty period (Dominator Extra Care™), available for purchase and only for selected products, as listed on Our website, (each a Warranty and together, the Warranties).

WARRANTY	WARRANTY PERIOD
Dominator Standard Care™	12 months for lock fitted to safe 2 years for safe body and mechanical components
Dominator Extended Care™	3 years for lock fitted to safe 5 years for safe body and mechanical components
Dominator Extra Care™	5 years for lock fitted to safe 10 years for safe body and mechanical components 25 year after fire guarantee (applies to HS Series Dominator Safe and DS Series Dominator Safe products only)

In all cases the commencement date for the Warranty Period is the date of purchase as reflected on the invoice/receipt provided to You by Dominator Safes or the Authorised Dealer.

4. WARRANTY TERMS

4.1 Standard Warranty Terms

The following terms and conditions apply to the Warranties:

- Proof of purchase (i.e. – an invoice or paid order confirmation) must be provided when requesting repair, replacement or service under Warranty;
- You are responsible to inspect all products received from Us upon arrival. In instances where goods have been damaged in transit, You must report this to Dominator Safes within 3 days of receipt of the product. Failure to report physical damage on arrival within 3 days of receipt may result in denial of Warranty for physical damage.
- Where products are already faulty or damaged upon delivery, photographic evidence of the damage must be submitted to Our customer support team before the product will be repaired or replaced in accordance with the terms of this Warranty Policy.

4.2 Extended Warranty Terms

The following terms and conditions apply to Dominator Extended Care™ and Dominator Extra Care™ extended warranties in addition to the terms contained in clause 4.1:

- You must complete a warranty registration card, as attached to this Warranty Policy, and deliver the completed card to Us within 14 days of the date of purchase.

- The registration card must include:
 - the model and serial number of the product;
 - the proof of purchase or invoice;
 - Your name and contact details; and
 - if applicable, full payment of the Dominator Extra Care extended warranty™.
- Dominator Safes is entitled to terminate the Dominator Extra Care™ extended warranty by e-mail notice to You in the event that, in Dominator Safes' opinion, the product is used contrary to its specifications, in which case Dominator Safes will pay a pro-rata refund for the unexpired period of the Dominator Extra Care™, less administration expenses.

4.3 25 Year Fire Guarantee Terms

- This clause 4.3 applies to DS and HS Series Dominator Safe products only.
- If a DS Series Dominator Safe fire resistant product was purchased from Us and is damaged by fire at any time within 25 years of the purchase date, while still owned by You (i.e. - the original owner), We will supply a free replacement if you send to Us:
 - Your name, mailing address, email address, and phone number including area code;
 - a tax invoice or receipt showing proof of purchase;
 - a description of the fire, the model and serial number and a photo of the burned product; and
 - a copy of the report from the fire department, insurance or police.
- Freight on the replacement unit is not included in this guarantee and must be paid by You. If an identical product is no longer available, We will provide a similar product from Our current product line at the time of the claim. We are not responsible for any loss or damage to the contents of the safe.

5. MAKING A WARRANTY CLAIM

5.1 Right to claim

If You consider that a Dominator Safes product You have purchased from Us or from an Authorised Dealer has a defect or does not comply with the warranties given to You by this Warranty or under the Competition and Consumer Act (2010), You can make a claim under this Warranty.

5.2 Process for Dominator Standard Care™ warranty claims

- All Dominator Standard Care™ warranty claims should be made through the Authorised Dealer.
- If You are unable to contact the Authorised Dealer, the Authorised Dealer will not provide You with assistance, or You purchased the product directly from Us, please contact Us on the contact details provided at clause 10 of this Warranty Policy.

5.3 Process for Dominator Extended Care™ and Dominator Extra Care™ warranty claims

- To make a claim under the Dominator Extended Care™ warranty or Dominator Extra Care™ warranty, You must contact Our customer support team on the contact details provided at clause 10 of this Warranty Policy and provide Your purchase details along with a description of the fault.
- Our customer support team will provide troubleshooting and determine whether the product will need to be sent to Us for assessment. If the product does need to be sent to Us for assessment and is under a Warranty, we will arrange and pay for return shipping.
- Once we receive the product, Our experienced technicians will assess the product and act in accordance with the terms of this Warranty Policy.
- We recommend that You keep your original product packaging if possible. In the unlikely event that you require a warranty repair and you do not have the original packaging, You will bear the responsibility for safely packaging the product for transport and We accept no liability for any damage that may occur in transit. Where required, We will arrange the return freight or on-site inspection to determine the best course of action.

6. WHAT WE WILL DO

6.1 Repair or replacement of product

- If We determine that Your warranty claim is valid We will, at Our discretion:
 - replace the product or relevant part with the same or equivalent product or part; or
 - repair the product or relevant part.
- Where a replacement is provided, We will determine, at Our discretion, the closest product within the then current range of products offered by Dominator Safes with which to replace the faulty or damaged product. The replacement product may differ with the replaced product in size and specifications, with the reasonable election of Dominator Safes. Dominator Safes may replace parts with refurbished parts. Replacement of the product or a part under Warranty does not extend or restart the relevant Warranty Period.
- If We are unable to repair or replace the product, You will be provided with credit for Our store or a refund for the price of the product (at Our discretion). This credit or refund will be for the amount of the purchase price of the product excluding the associated delivery cost.
- In the event that a replacement, refund, or store credit is provided as per clause 7.1(c), the faulty item will become the property of Dominator Safes.

6.2 Repair of product

- Where We authorise warranty repair of a product, We will organise for Our authorised courier to pick up the product during business hours (between 9am and 5pm AWST, Monday to Friday excluding public holidays) and deliver it to the appropriate authorised repair centre, provided that the product is safely and securely packaged for safe transport. If We deem it appropriate, We may alternatively supply a pre-paid postage label for the product to be returned via our chosen carrier to the authorised repair centre. In this situation We will cover the cost of transport of the serviced product to and from You.

- Alternatively, You may:
 - take the product to the appropriate repair centre for repair if We authorise You in writing to do so; or
 - post the product as directed by Us if We authorise You in writing to do so, in which case We will refund Your cost of the postage on provision of a scanned copy of the postage receipt.
- We reserve the right to determine which authorised repair centre (including Our internal repair facility) is the appropriate repair location in any particular circumstance.
- The product will be at Your risk while in transit to and from the designated authorised repair centre.

6.3 If Your Warranty claim is not valid

Dominator Safes reserves reasonable discretion to determine whether any product is or is not performing in accordance with the Dominator Safes specifications, subject to applicable law. If We determine that Your Warranty claim is not valid, We may seek reimbursement of any costs incurred by us. Where a warranty is provided by the manufacturer of the item, we will provide the contact information of the manufacturer who may assist in resolution of the claim.

7. WARRANTY EXCLUSIONS

To the extent permitted by law, this Warranty Policy is limited by the matters set out below. All other conditions, warranties and liabilities, whether express or implied, are otherwise excluded except for those provisions which may not be excluded by law.

This Warranty Policy does not cover:

- consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- cosmetic damage, to boxes, packaging or exterior surfaces (including during transit);
- damage caused by use with another product;
- damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause;
- damage caused by operating the product outside any guidelines published for use;
- damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Dominator Safes;
- a product that has been modified to alter functionality or capability without the written permission of Safe Central, including but not limited to installation of custom firmware or other software;
- defects caused by normal wear and tear or otherwise due to the normal ageing of the product;
- service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear;
- products where any serial number has been removed or defaced from the product;
- products that have been stolen or that Dominator Safes reasonably believes that have been stolen based on information provided by law enforcement authorities; or
- products where proof of purchase (invoice or paid order confirmation) cannot be provided.

8. LIABILITY

To the extent permitted by law:

- We are not liable for:
 - any loss, damage or alterations to possessions, valuables, cash, data and/or information stored on any media, no matter how occurring; or
 - any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.
- Our aggregate liability in respect of all claims under this Warranty Policy will not exceed the original purchase price of the product or, at Our option, replacement of the product with a like or similar product.

9. GOVERNING LAW

Insofar as they apply to warranties relating to products supplied by Us, the terms of this Warranty Policy are governed by and must be construed according to the law of the State of Western Australia and the parties submit to the jurisdiction of the courts in that State.

10. CONTACT INFORMATION

For the purposes of this Warranty Policy, Safe Central's contact details are as follows:

Telephone: 1300 366 462

Website: www.dominatorsafes.com.au

Address: 24 Vision Street
WANGARA WA 6065

Email address: warranty@dominatorsafes.com.au



WARRANTY POLICY

REGISTRATION INFORMATION

NAME:

PHONE NUMBER:

POSTAL ADDRESS:

EMAIL ADDRESS:

SAFE MODEL NUMBER:

SAFE SERIAL NUMBER:

PLACE OF PURCHASE:

DATE OF PURCHASE:

Please select the warranty type

- Extended warranty upgrade**
(3 years for safe lock, 5 years for safe) **FREE**
- Dominator Extra Care upgrade**
(5 years for safe lock, 10 years for safe. [Includes 25year after fire guarantee for HS and DS Safes only]) **\$179** for safes up to \$2000 RRP
\$229 for safes over \$2000 RRP

Complete this form and return to Dominator Safes either by post to PO Box 1269 Wangara WA 6947 or via email to warranty@dominatorsafes.com.au along with proof of purchase.

One of our representatives will contact you to arrange payment if applicable. Otherwise, payment can be made through an authorised Dominator Safes dealer.

1. GENERAL

In this Warranty Policy:

A product is a product which was manufactured by Us or supplied to You by Us, or both;

Authorised Dealer means a dealer or retailer of Ours that has been authorised by Us to sell Safe Central products;

Dominator Safes/Us/Our/We means International Safe Company Pty Ltd (ACN 131 133 992);

You/Your means the person, organisation, partnership, corporation, trust or other entity who has purchased a product from Us or an Authorised Dealer.