

Manufacturer's Warranty

We are proud to offer a standard 12 month manufacturers warranty covering all products sold by Safety Xpress (unless otherwise stated).

For some products we offer 2 years, 5 years and up to 10 years warranty. (please refer to specific product page)

This warranty verifies that our products meet the highest standards for domestic and commercial use. This limited warranty gives you specific legal rights. You may also have other rights which vary from state to state.

A. Who does this warranty cover?

Anyone who has purchased goods directly from Safety Xpress is covered under this warranty. Please retain a copy of your order confirmation as proof of purchase. You will require this in order to make a warranty claim, without this proof of purchase we reserve the right to reject any claim under this warranty. Please also note that the warranty is for the benefit of the original purchaser only and is not transferable upon any resale.

B. What does the warranty cover?

This warranty covers defects in the fundamental manufacturing workmanship and/or materials of any Safety Xpress product that has, at all times, only been utilised for its intended purpose and is installed in accordance with our product installation guides.

C. What does the warranty NOT cover?

This warranty does not cover flaws that have been incurred due to mis-use, sub-standard installation or failure-to-follow care instructions. Similarly, the below are also excluded under the manufacturers warranty :

- Item preference and/or change of mind.
- Abnormal use.
- Physical abuse or damage to the products which causes defects.
- Exposure to extreme temperatures for a period of time that causes the materials to wear or permanently deform.
- Any claim made other than for the benefit of the original purchaser.
- Any fault that can be attributed to installation IF the installation was completed by persons outside of the 'The Trustee for Safety Xpress Unit Trust'.

D. When does the warranty start?

The warranty starts on the date of delivery of the items and lasts until the end of 12 months from that date.

E. Your Responsibilities

To make a claim under this Warranty, please send: 1) a brief written description and photo of the problem or condition that you believe constitutes a defect; 2) proof of purchase (such as your order number or an original dated sales receipt) to Safety Xpress at support@safetyxpress.com.au

We reserve the right, in our sole discretion, to require photographs, further information or descriptions, or to physically inspect the items prior to accepting a particular claim under this Warranty.

Return of the faulty item is the purchasers responsibility whether that be financial cost of delivery or personal physical delivery of items to the nearest Safety Xpress location.

F. What do we do when we get all this from you?

Any evidence we receive regarding the potential warranty claim, including the product itself (in some cases), will be examined and evaluated by Safety Xpress. When we have received the evidence, we will decide at our sole, reasonable discretion whether your claim is covered by the warranty or not. If we determine that it is covered, we will repair or replace (as applicable) and ship your complete items back to you. Safety Xpress reserves the right to offer you a similar like-for-like replacement, should your item be of discontinued status. Safety Xpress will cover the shipping expenses of the first warranty claim. The warranty period does not restart, but rather continues from your original purchase date.

G. What if I only want a refund?

This warranty does not automatically give you the right to a refund. The warranty only covers replacements, repairs and upgrades for successful warranty claims. Should the item not be suitable for repair / replacement or upgrade, a refund or compensation may be offered in lieu at the discretion of Safety Xpress.

H. Warrantor

The Trustee for Safety Xpress Unit Trust sales@safetyxpress.com.au