Warranty Policy

Version 1 | Feb 2026

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 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.

Area Safe Products Pty Ltd warrants that the Area Safe range of products will be free of defects for a period of

12 months from delivery date, subject to the conditions below:

a) The product(s) were purchased directly from Area Safe Products Pty Ltd
b) The product(s) have been maintained according to the applicable product specifications and
c) maintenance documents
d) The product(s) have been installed according to the product installation guide
e) The claim is made by the original purchasing entity stated on the Area Safe Products Pty Ltd tax invoice
f) The claim is made within the 12 month warranty period
g) The claim is made in writing to Area Safe Products Pty Ltd who will respond and advise the process that will be taken to review and rectify the defect

A defect is defined as a fault(s) of the workmanship or the materials (excluding natural products such as timber) that hinders the product from performing its original purpose in which it was designed to perform.

Warranty does not cover:

a) Defects as a result of vandalism, theft, negligence, abuse, accidents
b) Defects as a result of cleaning chemicals used on the product or the area nearby the product including acid washing
c) Cosmetic changes such as discoloration, fading, crazing, or leaching
d) Defects as a result of product materials or structures altered or changed by a person or company other than Area Safe Products Pty Ltd
e) Defects as a result of the product not being used for its intended purpose or not being used or installed according to the applicable Australian Standards
f) Steel products (excluding stainless steel and aluminium) installed within 5km (direct line) from salt water
g) Timber or natural products – Timber has a natural tendency to open, close, split or leach with changes in weather conditions and exposure to UV (sunlight). Area Safe Products cannot guarantee this general wear & tear after delivery has taken place. Our QA systems will identify and replace any timber defects prior to delivery. Area Safe Products only use FFC & PEFC certified timbers.
h) Any loss or damage to surrounding surfaces or elements above or below the ground as a result of the defect and/or the rectification

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i) The cost of labour involved as a result of the defect and/or the rectification
j) The cost of product assembly or disassembly, installation or de-installation as a result of the defect and/or the rectification
k) The cost of freight to and from Area Safe Products as a result of the defect and/or the rectification

To the extent permitted by law, Area Safe Products Pty Ltd's liability under this warranty is limited to repair or replacement of the defective product at its discretion. Warranty claims must be supported by proof of purchase, including tax invoice or order confirmation

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