

CODELOCKS RETURNS FORM

Customer Details	
Full Name:	
Company:	
Address line 1:	
Address line 2:	
Town:	
Postcode:	
Contact Number:	
Email Address:	

Product number or description	Pass code	Reason for return
1		
2		
3		
4		
5		
6		
7		

Codelocks offer a limited lifetime guarantee on mechanical Codelocks, and offer a 2 year guarantee on electronic locks. Locks that develop a fault through manufacture will be repaired or replaced free of charge if returned to Codelocks within the guarantee period.

For chargeable repairs, payment accepted by:



Or Cheques made payable to Codelocks Ltd. Payments may also be made by direct deposit.

We will contact the above to discuss any charges before proceeding with the repair.

Faults caused by misuse or poor installation are not covered by the guarantees. A service charge of £15.00 + VAT will be applied to each lock covering minor replacement parts. For a guide to chargeable parts please see the spares section found under the customer services banner on the website.

Refunds can only be requested by the purchaser and will be made to the original payment method. To qualify the goods must be returned in A1 condition in its original packaging within 30 days of invoice.

Please note, if no code is provided the lock may be reset to default factory settings.

Return your lock/s with override key if available and this completed form to:

**Service Department
Codelocks (Australia) Pty Ltd
Unit 222/354
Eastern Valley Way
Chatswood
NSW 2067**

Print Name: _____ Sign: _____ Date: _____

CODELOCKS (Australia) PTY LTD

T: +61 2 9882 1009 F: +61 2 9882 6030

E: sales@codelocks.com.au W: www.codelocks.com.au

