# Brio®

Part of the Allegion family of brands

**10 years**



Tunnels Beaches, photography by Matt Fryer Photography

# Warranty

Brio warrants that its products are supplied free of manufacturing defects and material flaws. Should any defect in materials and/or workmanship become apparent within 10 years from the date of purchase, Brio will repair or replace the product free of charge.

## This warranty does not cover:

Failure to install and maintain hardware as per Brio's recommended procedures;

Products used for purposes other than the intended use as stated by Brio;

Damage caused by either deliberate or accidental misuse, abuse or neglect;

Damage as a result of environmental conditions, natural disasters or other events beyond the control of Brio;

Normal fair wear and tear;

Progressive deterioration of finishes and materials due to exposure to sun, rain, abrasion, heat and/or cold;

Products or components which have been modified or incorporated into another entity's or manufacturer's product;

Damage caused by any third party.

The benefits provided to the consumer by this warranty are in addition to other rights and remedies available to the consumer under the law. The consumer is responsible for expenses associated with a warranty claim.

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 of acceptable quality and the failure does not amount to a major failure.

To make a claim under this warranty please phone Brio on +44 (0) 191 2291224

## Commitment to Quality

Brio is committed to providing its customers with products and services that meet and exceed their expectations in product safety, value, delivery, quality and performance.

To enable achievement of this goal, the management team operates a Quality Management System in accordance with Australian Standards AS/NZS ISO 9001:2015 and is committed to continuous improvement in the Key Performance Indicators required for business success.