

# Warranty Claim Form & Disclaimer

Radford Retail Solutions Pty Ltd

**PO Box 139**

**Double Bay, NSW 1360**

Web: [www.radfordretail.com](http://www.radfordretail.com)

Ph: 1300 950 569

All warranty claims must be made via email to [warranty@radfordretail.com](mailto:warranty@radfordretail.com)

The warranty claim **must** include the following listed below:

- **Item clearly labelled for identification purposes**
- **Your Original Purchase Order number**
- **Gate serial number**
- **Detailed defect description**
- **Pictures and videos of item faulting**
- **Install date**
- **Store Name**
- **Part returned to Radford Warehouse for testing**

Note: Radford applies a return-to-base policy, the customer is responsible for all costs associated with returning goods for warranty testing.

Additional Note: Replacement parts or credits are only issued if claim is accepted and proven as a manufacturing defect. Charges may apply for testing if the item is not found to be faulty or a genuine warranty claim.

Customer should perform inspection of the goods to verify that the goods are in accordance with details on the delivery note and that they are in satisfactory condition upon arrival. Claim can be made at latest 8 days after receiving the goods.

Products manufactured by ITAB Shop Products AB and supplied by Radford are guaranteed for twelve (12) months for manufacturing defects from the date of delivery. 12-month warranty applies to all our products (if nothing else is agreed upon)

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Return items to be sent:

**ATT: Warranty Claims  
Radford Retail Solutions  
Unit 6, 5-7 Malta St  
Fairfield East, 2165, NSW**

Warranty void under the following conditions if:

- The product is not installed by ITAB/Radford authorized installer.
- Products are damaged through misuse or faulty repairs performed by parties' others than approved service organizations.
- The product is not installed in accordance with local electrical codes.
- The product is installed where there may be a risk of flooding.
- There is erroneous or insufficient cleaning or maintenance of the product.
- If any of the product's components or functionality are altered in any way from their intended use.
- Tampering with the product, resulting in damage
- Products have been abused by customers
- The product is used in an outdoor environment (the product is for indoor use only)
- The electrical architecture is tampered with or modified.
- The product label is removed or not readable.



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<b>Store Name:</b>	
<b>Store Number:</b>	<b>State:</b>
<b>Job Number:</b>	
<b>Company Name:</b>	
<b>Technician Name:</b>	
<b>Date Form Completed:</b>	
<b>Postage Tracking Number:</b>	

<b>Gate or Item Serial number:</b>
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<b>Equipment type:</b>
<b>Install date:</b>
<b>Failure date:</b>
<b>Part number:</b>
<b>Part Description:</b>

<b>Reason for return (please be as specific as possible):</b>

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<b>Additional Notes:</b>

Email a completed copy of this form to: [warranty@radfordretail.com](mailto:warranty@radfordretail.com)

Clearly Label Item for identification purposes using Store Name, Store Number and Job Number.

Return item to:

**ATT: WARRANTY CLAIMS**  
**Radford Retail Solutions**  
**Unit 6, 5-7 Malta St**  
**Fairfield East, 2165, NSW**

**\*\* Warranty Claim is not accepted and cannot proceed until this form and item in question are received by Radford Retail Solutions \*\***

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## Radford Warranty Return Checklist

Please complete the following steps to **ensure** your warranty claim is processed efficiently:

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 **Before Returning the Part:**

1. Investigate suspected cause of failure using *Radford Online Knowledge Base - Troubleshooting Guide* (link below) <https://radfordretail.zendesk.com/hc/en-au>
  2. Confirm SOS/Installation Date to determine Warranty Period is valid
    - a. **Not Warranty**
      1. Agreed Warranty Period has passed.
      2. Gate has sustained Smashed Glass eg, "Customer Abuse/Impact Damage" or Physical damage to gates.
      3. Installation completed Incorrectly leading to damage.
    - b. **(Potential) Warranty Claim**
      1. Technician confirms product meets the criteria outlined on Radford Warranty Claim Form and Disclaimer to submit Warranty Claim.
  3. Remove and clearly label the part as "**WARRANTY CLAIM**".
  4. Confirm part is being returned to the **Radford Sydney Warehouse** – Warranty Department (address listed on Warranty Claim Form)
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 **Documentation MUST Include the following:**

1. **Gate or Part Serial Number must be clearly noted** – This is a requirement from Radford's Supplier in submitting any Warranty Claim.
  2. **Completed Warranty Claim Form** (attached) outlining the following:
    - a. Reported issue
    - b. Testing performed to reach this conclusion
  3. **Photos and/or videos** clearly showing the issue or failure+
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## Shipping & Handling

1. Ensure part is packaged securely for transport so it is not damaged in transit.
  2. Include all paperwork with the return parcel.
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## Important Notes

- **!** Parts not returned cannot be processed as warranty.
  - **!** Damage from customer/staff abuse or incorrect installation is not covered.
  - **!** Warranty credit covers Parts Only cost – excludes all shipping/handling charges.
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## Warranty Options Summary

### **Option 1 – Immediate Replacement:**

- Purchase a new part → Install → Return faulty part → Receive credit if confirmed faulty.

### **Option 2 – Wait for Testing:**

- Return faulty part → Wait for testing (2–4 weeks) → Collect replacement part if confirmed faulty.
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### **Need help?**

Contact us for clarification or to confirm return details

**Phone:** 1300 950 569