



Norton Customer Warranty Policy

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(A) Customer Warranty Policy

At Norton Gates Pty Ltd (“Norton”, “us” “we”, or “our”), we aim to provide great products. But even with great products, things can go wrong from time to time.

We’ve set out below the voluntary manufacturer’s Warranty provided by Norton™ that covers the Norton-branded products, solutions, and accessories (“Products”).

This Customer Warranty Policy applies to the Products listed below that are first purchased from us or an authorised reseller.

(B) Duration of Warranty

The duration for your Warranty begins on the date you purchase the Product and expires at the end of the Warranty Period.

In the table below we’ve set out a list of the Products covered, and the duration of the Warranty for each Product (unless the Product’s packaging or accompanying documentation expressly states otherwise).

Animal Solution	Product	Warranty Period
Gates and Fittings		
Gates	<ul style="list-style-type: none"> • Farm Gates • Industrial Gates • Domestic Gates 	5 Years
Gate Fittings	<ul style="list-style-type: none"> • Gate Fasteners • Hinges • Gudgeons • Pipe Fittings • Kits , Clamps, and Accessories 	5 Years
Yards and Handlers		
Yards	<ul style="list-style-type: none"> • Permanent Yards • Portable Yards 	5 Years 1 Year
Animal Handlers	<ul style="list-style-type: none"> • Animal Drafters • Animal Crushes • Handler Accessories 	5 Years
Miscellaneous		
Hay Feeders	<ul style="list-style-type: none"> • Bale Wagons • Hay Cradles • Hay Feeders • Hay Rings 	5 Years
Rural Fencing	<ul style="list-style-type: none"> • Insulators • Strainers & Stays 	5 Years
Dog Pens		5 Years

Where permitted by law, if we repair or replace a Product, the Product will be warranted for the remaining warranty period of the original Product only.



(C) What Our Warranty Covers

Subject to the terms, exclusions, and limitations within this Policy, Norton warrants that the Products (but not software or services), sold to you by Norton or an Authorised Norton Reseller will be free of defects in workmanship or materials for the timeframe stated by the Warranty period.

(D) What Our Warranty Does Not Cover

Our Product Warranty sets out our commitment to you that our Products will be free of defects in workmanship or materials. This Warranty is not a warranty of design or performance. Please read this Policy carefully to understand what is and is not covered.

As you can imagine, once Products have been purchased issues can occur that do not relate to these defects, and these will not be covered by this Warranty.

This Warranty excludes the following:

- a) any failure or damage outside the Warranty Period
- b) any failure or damage arising from improper use, storage, installation, or maintenance (including in a manner contrary to the Product instructions, user manuals and associated Product information, or in a manner contrary to law)
- c) any failure or damage Norton determines to be entirely or substantially caused by you or on your behalf (and not arising as part of normal use of the Product)
- d) any failure or damage arising from, or related to, any “Act of God” and/or “force majeure” (including, but not limited to, lightning, flood, fire, accident, theft, and/or vandalism)
- e) any failure or damage arising from physical mishandling, misuse, abuse, or negligence (including battery acid or other chemical contamination)
- f) any failure or damage arising due to water immersion, or ingress beyond the stated IP rating for that Product
- g) any failure or damage caused by, or resulting from, third party systems, networks, or components (including those related to external voltages, power supply, or a communication/data network)
- h) any failure or damage arising from any unauthorised repair, modification, or combination with other item not manufactured by, or under licence from, Norton
- i) expected wear and tear, deterioration through use or passage of time, cosmetic or superficial damage (including surface corrosion that does not impact the functionality of the Product)
- j) any Product where the Norton serial number/date code or other identification is illegible or has been altered preventing reasonable identification.

This Warranty is the only warranty made by Norton in connection with your Product purchase. We don't authorise any vendor, retailer, agent, or other person or entity to provide a different or additional warranty on our behalf for the Products. This Warranty cannot be transferred or assigned from the initial retail purchaser.

The warranty terms, exclusions and limitations in this Warranty Policy apply to the extent that they are not inconsistent with the laws of the country in which your Product is sold.

Our Products 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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.



Except for this Warranty, all express, implied, and statutory terms, conditions, representations, and warranties (including all implied warranties and conditions of merchantability or fitness for a particular purpose) are excluded to the extent allowed by applicable law.

To the extent permitted by law (and subject to any applicable consumer guarantees), Norton will not be liable to you or any other person for any direct, indirect, special, damage, consequential, incidental, or punitive damages (including costs to remove/replace, transportation, shipping, and loss of use or expected profits) which may be suffered or incurred arising out of use of the Products or relating to this Warranty.

(E) How to Make a Warranty Claim

If you believe that your Norton Product is faulty, please stop using the Product and, as soon as possible, contact:

- the Authorised Norton Reseller that sold you the Product; or
- Norton (if you purchased your Product directly from Norton).

To make a claim, you should make contact within twenty days, providing:

- written notice describing your concern
- the Product; and
- proof of initial Product purchase.

Unless otherwise agreed with us, you will be responsible for your costs when making a claim under this Warranty. Products or parts that are returned to Norton will become the property of Norton (unless these parts are repaired and returned to you rather than refunded or replaced).

If you have any enquiries about our Warranty and/or how to make a claim, please contact us. You can find our contact details on our website: www.nortonlhs.com.au.

(F) Warranty Remedies

If the Warranty applies, we commit to, at Norton's sole discretion:

- repairing the Product; OR
- replacing the Product (with an equivalent new or refurbished Product); OR
- refunding the purchase price of the Product.

This is subject to applicable laws. If our legal obligations vary, any implied warranty of merchantability, fitness for a particular purpose, or other implied warranty are limited to the duration of the express warranty applicable.

(G) Technical Services (Non-Warranty)

Even if the Product isn't covered by this Warranty, we're still here to help. We can provide guidance on product repair or service. Just contact our friendly team to discuss your needs.

Service Parts Pledge

Norton pledges, whenever reasonably practical, to provide service parts for all Norton Animal Management Products for a period of 5 years after Product manufacture has been discontinued.
