strongholdsafes.com.au
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Warranty Cover

What your Stronghold safe is covered for, how to extend that cover, and how to make a claim. This document applies to Stronghold products bought new in Australia on or after 6 November 2026.

AT A GLANCE

Three levels of cover

	Standard warranty	Registered	Extended Warranty Package
Safe	**5 years**	**6 years**	**7 years**
Lock	**12 months**	**12 months**	**2 years**
After-fire replacement guarantee	—	—	**5 years** HD Series safes only
Cost	Included	Free	**$169**
How you get it	Automatic with every new safe	Register within 6 months of purchase	Buy it with your safe, or when you register within 6 months of purchase

The safe warranty covers the body, door, bolt work, hinges and other mechanical parts. The lock warranty covers the electronic, key or dial combination lock fitted to the safe; some models carry a longer lock warranty, shown in their specifications, and the package adds a year to that. The registration bonus and the Extended Warranty Package are alternatives: the package already includes registration, and its cover replaces the bonus rather than adding to it.

After-fire replacement guarantee

With the Extended Warranty Package, if your Stronghold HD Series safe is damaged in a fire within 5 years of purchase, we will replace it with a new safe of the same model, or the closest current HD Series model if it is no longer made. Conditions are set out in section 4.

1. WHO GIVES THIS WARRANTY

Stronghold Safes

This warranty is given by Stronghold Safes. You can contact us by email at **sales@strongholdsafes.com.au**, through **strongholdsafes.com.au**, or through the authorised Stronghold dealer you bought your safe from.

2. WHAT IS COVERED

The standard warranty

Every new Stronghold safe, strongroom door and security cabinet is covered against defects in materials and workmanship:

- **Safe: 5 years** on the body, door, bolt work, hinges and mechanical components.

- **Lock: 12 months** on the electronic, key or dial combination lock, or longer where the product's specifications say so.

Cover starts on the purchase date shown on your invoice or receipt, and applies to products bought new in Australia from Stronghold Safes or an authorised Stronghold dealer.

3. FREE REGISTRATION BONUS

One more year on the safe

Register your safe at **strongholdsafes.com.au/warranty-registration** within 6 months of purchase and we add **1 year to the safe warranty**, taking it to 6 years. The bonus applies to the safe only; the lock warranty stays at 12 months. You will need your safe model, serial number (on the label inside the door), purchase date and where you bought it.

4. EXTENDED WARRANTY PACKAGE ($169)

Longer cover, and a replacement after a fire

The Extended Warranty Package can be bought for $169 when you buy your safe, or when you register it within 6 months of purchase. It gives you:

- **2 extra years on the safe**, for 7 years in total.
- **1 extra year on the lock**, for 2 years in total.
- **A 5-year after-fire replacement guarantee** on Stronghold HD Series safes (HD1, HD2, HD2D, HD3, HD4 and HD5).

After-fire replacement: conditions

- The fire happened within 5 years of the purchase date, and the safe is an HD Series model covered by the package.
- You are the original purchaser, the safe is registered, and you can show proof of purchase of the safe and the package.
- You give us a copy of the fire brigade, police or insurance report for the fire, and photographs of the damaged safe.
- The damaged safe is made available to Stronghold or our agent, and becomes our property once it is replaced.
- We supply the replacement safe to your nearest Stronghold dealer. Removing the damaged safe, opening it, delivery beyond the dealer and installation are not included, and the guarantee does not cover the contents of the safe.
- The guarantee can be used once, and the replacement safe carries the standard warranty from the date it is supplied.

5. HOW TO MAKE A CLAIM

Four steps

1 **Contact us**
Email sales@strongholdsafes.com.au or contact your Stronghold dealer. Include your name, phone number, safe model, serial number, proof of purchase, and a description and photographs of the problem.

2 **We assess the claim**
We may ask questions, ask you to try some simple checks, or arrange for an authorised technician to inspect the safe on site or at a service centre during business hours.

3 **We repair or replace**

If the fault is covered, we will repair the safe or replace the faulty part or the safe, at our choice. Parts we replace become our property.

4 **Cover continues**

A repaired or replacement product is covered for the rest of the original warranty period.

Costs. Parts and labour to fix a covered fault are free. Travel and freight to inspect, collect or return a safe are not included in this warranty, except where the Australian Consumer Law requires us to pay them. If the problem is not covered, we will tell you the cost before any work is done.

6. WHAT IS NOT COVERED

Exclusions

- Batteries, and normal wear and tear, including scratches and chips in the paint.
- Damage from misuse, accident, forced entry or attack, theft, flood or water, and fire (except under the after-fire replacement guarantee).
- Problems caused by not following the operating instructions, including forgotten codes and lost keys.
- Installation, servicing, repairs or changes made by anyone other than Stronghold Safes or an authorised agent, and non-genuine parts.
- Damage from use outdoors, extreme heat, moisture or corrosive conditions, power surges and storms.
- Damage in transport by a third party.
- Safes bought second-hand, rented or leased, or bought outside Australia.

7. YOUR RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW

Your consumer guarantees

> **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.**

The benefits given by this warranty, the registration bonus and the Extended Warranty Package are in addition to your other rights and remedies under the law in relation to the goods to which the warranty relates.

CONTACT

Questions or claims

Email **sales@strongholdsafes.com.au**, visit **strongholdsafes.com.au/warranty**, or contact your authorised Stronghold dealer.