
Gallagher Security

Orders, Warranty & Repair Policy

PLACEMENT OF ORDERS

Orders to Gallagher can be placed:

- By fax
- Via postal mail
- Online via security-support.gallagher.co
- Via email.

At the time of order, please provide:

- Your purchase order number
- The part number(s), description, quantity and price of the products as per the current trade price list less your Partner Annual Performance Discount
- Your company name and address, telephone/fax number(s) and email address, and the name of the person to contact for any queries we have relating to this order
- Full delivery information including company name and address, telephone/fax number(s) and email address, and
- Date by which you require delivery
- For customizations, identify the site licenses which require updating.

The Software Configuration Form must be completed and provided to Gallagher to support all orders involving software. Without this the software order will not be able to be processed. A copy of the Software Configuration Form is available on the Gallagher Security Support site (security-support.gallagher.co).

For orders relating to Training, or Technical Support Services, please contact us to discuss your requirements first:

- training@security.gallagher.co for training enquiries
- support@security.gallagher.co or for technical support services; or
- contact your Gallagher Security office/distributor.

QUOTES

Gallagher will provide quotes for software maintenance, large orders and/or project pricing. The quote number must be specified on your purchase order for the quoted pricing to be valid for the order otherwise standard pricing will be used.

LARGE ORDERS

Where an abnormally large order is anticipated please advise your Gallagher Business Development Manager. Please provide as much notice as possible to enable Gallagher to improve supply delivery time.

CONFIRMATION OF ORDER

For each purchase order received, Gallagher will send you an Order Confirmation containing the following information:

- Part numbers, quantity, and pricing
- Your purchase order number
- Delivery address details
- Your requested delivery date and the target Gallagher delivery date

An order is not accepted by Gallagher until Gallagher has provided a written Order Confirmation. Please check the Order Confirmation thoroughly and advise Gallagher as soon as possible if it does not match your purchase order. Once the Order Confirmation has been sent the order cannot be cancelled or modified other than as stated in this document, unless Gallagher agrees in writing. Gallagher may refuse to accept an order where the Channel Partner's account with Gallagher is overdue for payment.

DELAYED DELIVERY

In the event that delivery of Gallagher manufactured product is delayed for 30 days after the target delivery date stated by Gallagher on the Order Confirmation, the Channel Partner may, by written notice to Gallagher, cancel the order for the products for which delivery has been delayed. Orders for third party product can only be cancelled if agreed in writing by Gallagher. Gallagher will not be liable for any loss or damage caused to or by the Channel Partner through Gallagher's non acceptance of orders or any delay in delivery of the order or part order by Gallagher.

DELIVERY & RISK

Delivery of the products and risk will be deemed to take place when the order is delivered to the delivery address shown on the Order Confirmation where freight is Gallagher care. Where the Channel Partner's own freight provider is being used, delivery and risk shall pass to the Channel Partner upon collection of the goods from Gallagher point of dispatch.

ACCEPTANCE OF A SHIPMENT FROM GALLAGHER

The Channel Partner is responsible for checking that the product is received at the point of delivery undamaged and is per the Order Confirmation. If a shipment has been damaged in transit at a point where freight was Gallagher care, it is the Channel Partner's responsibility to notify Gallagher and provide information necessary for Gallagher to make a claim on the freight company as soon as possible after delivery. Failure to provide this information in a timely fashion may result in delays in the claim process or rejection of the claim by the freight company.

Returns Policy

GALLAGHER SENDS INCORRECT SHIPMENT

If the product received does not match the order confirmation, please contact Gallagher as soon as possible. The incorrectly supplied products should be returned to Gallagher within 20 working days of being shipped from Gallagher. For incorrectly supplied products a restocking fee will not be charged and the freight will be paid by Gallagher. If the incorrectly supplied product is returned later than 20 working days, a restocking fee will be applied. Before returning any product, contact your local Gallagher office and obtain a Return Goods Authority number.

CHANNEL PARTNER PLACES INCORRECT ORDER

If a Gallagher manufactured product is incorrectly ordered by the Channel Partner, it must be returned within 20 working days after the product was shipped from Gallagher in order to receive a credit. Third party supplied product can be returned only if agreed in advance and in writing by Gallagher.

All products must be returned in an unused state with the original packaging seals intact and include any documentation and peripheral parts [if applicable]. Gallagher will not accept the return of opened or used equipment for credit.

A restocking fee will apply to all incorrectly ordered products and all freight costs to the point of origin are to be paid by the Channel Partner. The restocking fees for return products are:

- 5% of the invoiced price where the product does not require rework before it is returned to stock
- 20% of the invoiced price where the product or packaging requires rework before it is returned to stock.

If the products are received by Gallagher later than 20 working days after the date the RGA number was issued, a restocking fee of 20% of the invoiced price will be applied to all products being returned.

No returns of incorrectly ordered products will be accepted later than 3 months after the date that the goods were dispatched by Gallagher.

ORDER CANCELLATION

Channel Partners may cancel an order for which Gallagher has issued an Order Confirmation only if written acceptance is received from Gallagher.

If cancellation of an order is accepted by Gallagher a fee of 20% may be applied by Gallagher at its absolute discretion.

Orders for non-stocked items (made to order or purchased to order) and/or third party products cannot be cancelled unless agreed in writing by Gallagher. Restocking fees for third party products will be determined at Gallagher discretion considering the circumstances.

WARRANTY CLAIMS

For all items that are within their respective warranty period Gallagher will send a brand new item to the Channel Partner in advance of receiving the faulty item back from the field.

Upon receipt of the faulty item it will be assessed and confirmed that there is a valid warranty claim. In the case that the warranty claim is not approved the matter will be passed to the local Gallagher representative to discuss with the Channel Partner. Gallagher reserves the right to charge a service fee where warranty claims are not approved or the price of a new unit in the case that the Channel Partner does not return the faulty item within 2 months.

NON WARRANTY CLAIMS

For items that are outside of their respective warranty period there is a return and repair service available. The price for this service are on the Repairs and Returns Fixed Price list.

PURCHASE OF SERVICED SPARE PARTS

Serviced spare parts are able to be purchased outright when stock is available at 60% of the Channel Partner regular buy price. Serviced spares have been through the Gallagher repairs process and do not contain all connectors etc. They are intended to be a replacement part, not a new item. Note: Serviced spares are no longer supplied as advanced replacements.

PROCESS FOR RETURNS - RETURNED GOODS AUTHORITY (RGA)

All goods being returned to Gallagher for any reason must have an Return Goods Authority number quoted on the shipping documentation and on the outside of the packaging. Prior to dispatching any goods back to Gallagher contact Gallagher and they will issue you with an RGA. You must provide the serial numbers for the items being returned before an RGA can be issued.

For faulty product as much detail as possible should be provided. To facilitate this a customer fault report form can be requested from Gallagher and included for each item being returned.

Gallagher will not be held responsible for any goods received without an RGA number being referenced. The RGA will contain the address that the goods need to be returned to. Freight for the return of product to Gallagher is the responsibility of the Channel Partner.

Warranties Policy

HARDWARE WARRANTY

Gallagher hardware products are warranted to the original purchaser to be free from defects in materials and workmanship for the product warranty period. Gallagher will, at its sole discretion, repair, replace (with identical or similar product), provide credit towards future purchase of Gallagher product to the equivalent purchase price of, or refund, any hardware product found to be defective during the warranty period. Exclusions apply to all warranties, see below.

The following warranty periods apply to Gallagher manufactured hardware:

LIMITED LIFETIME WARRANTY

Gallagher T10, T11 and T12 readers are covered by a Limited Lifetime Warranty. If these products are moved to the previous generation section of the price list or are obsoleted Gallagher will continue to supply replacement product against valid warranty claims for a further 5 years.

C300400	T10 MIFARE READER
C300401	T10 MIFARE READER
C300410	T11 MIFARE READER
C300411	T11 MIFARE READER
C300420	T12 MIFARE READER
C300421	T12 MIFARE READER
C300430	T11 MULTI TECH READER
C300431	T11 MULTI TECH READER
C300440	T12 MULTI TECH READER
C300441	T12 MULTI TECH READER
C305400	PIV - T10 READER
C305410	PIV - T11 READER
C305430	PIV - T11 MULTI TECH READER

5 YEAR WARRANTY

Gallagher has introduced a 5 year warranty on selected current generation Gallagher manufactured products that have a serial number beginning with 14 or higher. The 5 year warranty is from date of manufacture.

The products covered by the 5 year warranty are listed below. This list will be updated as new products are introduced and older products are moved to the previous generation section of the price list or are obsoleted. Gallagher reserves the right to make changes without notice. Products will continue to carry the warranty that was applicable at the point of sale.

C300100	Controller 6000 Standard
C300101	Controller 6000 High Spec
C302910	Controller 6000 2 Door Kit Standard HBUS
C302911	Controller 6000 2 Door Kit Standard Wiegand
C302900	Controller 6000 2 Door Kit PoE+ HBUS
C302901	Controller 6000 2 Door Kit PoE+ Weigand
C302400	Starter Kit Controller 6000
C302401	Starter Kit Controller 6000 with PSTN Dialer
C300142	4 Hbus Module
C300182	8 Hbus Module
C300451	T20 Mifare Terminal White
C300460	T20 Multi Tech Terminal Black
C300461	T20 Multi Tech Terminal White
C200440	8A Power Supply
C200610	Tamper Board - Board Only
C200660	G-Bus Uri
C200665	G-Bus Uri [Wiegand]
C200663	Protocol Converter - Weigand
C200680	8 Input Expansion - Board Only

C200684	8/4 I/O Expansion - Board Only
C200688	16/16 I/O High Density I/O - Board Only
C200689	16/16 I/O High Density I/O - Board In Cabinet
C300660	Gallagher Hbus 8 In 2 Out Door Module
C300680	Gallagher Hbus 8 In Board
C300688	Gallagher Hbus 16 In 16 Out Board
C300684	Gallagher Hbus 8 In 4 Out Board
C200620	Dialler
C200100	Cabinet
C200611	Gbus I/O Accessory Cabinet
C200103	Dual Cabinet Charcoal
C200104	Dual Cabinet Cool Grey
C200105	Dual Cabinet With 8A Power Supply Cool Grey
C200109	Dual Cabinet With 8A Power Supply Charcoal
C200107	Dual Cabinet UI Cool Grey
C200108	Dual Cabinet UI Charcoal
C200001	Mounting Plate - Module
C200002	Mounting Plate - Controller
C200003	Mounting Plate - Controller 6000 I/O
C305101	Piv - Controller 6000 High Spec
C305181	8R Module - Piv
C305182	8H Module - Piv
C305660	Gallagher Hbus 8 In 2 Out Door Module - Piv
C305688	Gallagher Hbus 16 In 16 Out Board - Piv
C305450	Gallagher T20 Piv Reader - Black
C305460	Gallagher T20 Piv Reader - Multi Tech, Black
G21902	F22 Fence Controller
G13110	Z10 Sensor Tension Charcoal

2 YEAR WARRANTY

All other Gallagher manufactured hardware, is warranted for a period of 24 months from the date sold by the Certified Channel Partner, or 30 months from the date of manufacture, whichever occurs sooner.

REPAIRED AND SERVICED PARTS WARRANTY

For all Repair and Returns performed on hardware product during the original warranty period, the warranty shall expire at either the end of the warranty period applicable to the original hardware product or 90 days after shipment of the repaired part whichever is later.

Serviced parts and modules are warranted for 90 days from the date they are shipped from Gallagher.

Gallagher warrants that the repairs, modules and serviced parts will be free from defects in materials and workmanship, and will operate in general accordance with their product specification.

Before returning any product, contact your local Gallagher office and obtain a RGA number.

SOFTWARE WARRANTY

Gallagher warrants that the software will operate in accordance to Gallagher specification for the current release version. The warranty period for software products shall be 90 days from the date the software license file enabling the features was issued.

Gallagher does not warrant that the functions contained in the programs of its software products will meet the Channel

Partner's or customer's requirements, or that the operation will be uninterrupted or error free. Gallagher's sole obligation in respect of the software products warranty is to use its reasonable endeavors to correct or replace the program so that it performs in accordance with Gallagher's specifications. Gallagher does not warrant any third party software developed using Gallagher Application Programming Interfaces.

Refer to the Gallagher Software License Terms and Conditions.

WARRANTY EXCLUSIONS

Gallagher hardware and software product warranties exclude the following:

1. Product modified or altered without Gallagher's written authorization.
2. Product which has not been used in accordance with Gallagher's documentation, installation or operating instructions.
3. Product which has been subjected to conditions not in accordance with those specified in Gallagher technical product specifications, or to unusual electrical or physical stress, fire, lightening, Force Majeure, neglect, contamination by insect or vermin, misuse, abuse, improper storage, testing or connections, power or air conditioning failure, hazardous or unreasonable use, servicing by any third party not authorized by Gallagher to perform such work or servicing, or exposure to airborne contaminants including but not limited to geothermal, chemical, salt spray, local environmental influences etc.
4. General wear and tear on all readers, cards and transponders is specifically excluded from warranty claims. General wear and tear includes fading or discoloring due to extended exposure to natural elements (e.g. moisture, UV, salt, sand etc.).
5. Product no longer covered under the applicable warranty period.
6. Freight costs to return a product to Gallagher.

7. Installation, maintenance or service costs relating to a warranty claim.
8. Any incidental or consequential costs associated with the failure of a Gallagher product under warranty.
9. Product returned to Gallagher in an un-testable state unrelated to the warranty claim (e.g. Reader wiring cut off at the reader base, Controllers missing connectors unrelated to a fault etc.).

Where product is submitted under warranty claim and its condition or circumstances exclude it from warranty as per the above Warranty Exclusions List, Gallagher will charge based on the Gallagher Repair and Return Fixed Price list.

Refer to Limitation of Liability in your Gallagher Non Exclusive Partner Agreement and the Gallagher Software License Terms and Conditions.

WARRANTY AND SERVICE/REPLACEMENT OF PRODUCTS SUPPLIED BY A THIRD PARTY

Third party products sold by Gallagher are covered by warranty terms based on the respective manufacturer terms. Please ask Gallagher for the specific terms for the products that you are interested in. The warranty coverage period for the following third party products (unless otherwise mandated by local warranty laws) are:

- Cards and Transponders: 1 Year from delivery of order
- Morpho Access Range: 1 Year from delivery of order
- Nedap AVI Range: 2 Years from delivery of order
- Salto: 2 Years from delivery of order
- Aferio: 1 Year from delivery of order
- Moduteq - Sensors: 1 Year from delivery of order
- C303920 Type 1A Battery 300Ah 2v: 2 Years manufacturer's warranty
- C303921 Type 1A Battery 100Ah 12v: 2 Years manufacturer's warranty

For third party products not specifically listed here the warranty period is 12 months from delivery of order.

All third party products returned under warranty should be returned to your regional Gallagher office/distributor.

The service and repair of third party products shall be via the third party's processes and service levels. Regular Gallagher replacement, service, repair and return for Gallagher manufactured products shall not apply.

GALLAGHER WORLD HEADQUARTERS

Kahikatea Drive, Hamilton 3206
Private Bag 3026, Hamilton 3240
New Zealand

TEL: +64 7 838 9800

EMAIL: security@gallagher.com



REGIONAL OFFICES

New Zealand..... +64 7 838 9800
Americas..... +1 877 560 6308
Asia +852 3468 5175
Australia +61 3 9308 7722
India +91 80 2676 2084
Middle East..... +971 4 2602145
South Africa +27 11 974 4740
United Kingdom / Europe..... +44 2476 64 1234

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