



ZEROCIVIL

ZC-WAR-001
PRODUCT WARRANTY



PRODUCT WARRANTY

Limited Product Warranty

ZERO CIVIL® warrants that products supplied by ZERO CIVIL are free from defects in materials and workmanship for a period of three (3) years from the date of supply, subject to the conditions of this warranty.

This warranty applies to the following product families:

- ZERO WASTE™ Foundations
- Impact Recovery System™
- Surface Mount Impact Recovery System™
- Advanced Polymer Bollards™
- Ergonomic Removal Tools (if maintained according to instructions)

Warranty Conditions

This warranty applies where products have been:

- Installed in accordance with ZERO CIVIL installation instructions.
- Used for their intended purpose and application.
- Maintained in accordance with ZERO CIVIL recommendations.
- Not modified, altered or repaired without prior written approval from ZERO CIVIL.

Warranty Exclusions

This warranty does not apply to:

- Incorrect installation or handling.
- Misuse, abuse or vandalism.
- Damage caused by third parties.
- Normal wear and tear.
- Corrosion or deterioration resulting from exposure outside the product's intended operating environment.
- Damage resulting from vehicle impacts exceeding the intended design application.
- Unauthorised modification or repair.
- Natural disasters or events beyond the reasonable control of ZERO CIVIL.

Warranty Remedy

Where a product is found to be defective in materials or workmanship during the warranty period, ZERO CIVIL may, at its sole discretion:

- Repair the product
- Replace the product with the same or an equivalent product
- Supply replacement components; or
- Provide a credit for the value of the defective product.

The warranty is limited to the defective product only and does not extend to labour, installation, removal, freight, consequential loss or damage to surrounding infrastructure unless otherwise agreed in writing.

Product Performance

The Impact Recovery System™ is designed to absorb and recover from low-speed vehicle impacts within its intended application. Under higher impact forces, the Resistance Core is designed to act as the sacrificial structural component, helping preserve the ZERO WASTE™ Foundation and surrounding concrete. Following vehicle impact, products should be inspected before being returned to service. Damaged sacrificial components may be replaced without reconstructing the foundation. Impact events outside the intended design application, or products that have not been installed in accordance with ZERO CIVIL installation instructions, are not covered by this warranty.

Legal Notice

This Product Warranty should be read in conjunction with the current ZERO CIVIL Standard Terms and Conditions of Sale.

Exclusion or Limitation of Warranties (extract from Terms and Conditions of Sale)

4.1 All other conditions and warranties of any type in relation to the Zero Civil products purchased are excluded to the maximum extent allowed by the law. In respect of Zero Civil products purchased (being not of a kind ordinarily acquired for personal, domestic, or household use or consumption), the liability of Zero Civil for a breach of any condition or warranty implied by law is limited to any one or more of the following, at the option of Zero Civil: Replacing the product purchased, or supplying an equivalent Zero Civil product; repairing the products purchased; or providing a credit note to the purchaser, in respect to the damaged goods, upon return of the damaged goods to Zero Civil.

