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# Warranty Process

Banlaw is committed to providing quality products and services. To provide further assurance, our products and services are backed by generous warranties.

Please visit the Downloads section of our website to review our policy documents in detail.

## Warranty Claim Process

In order to help us provide better support, please follow the following process when returning parts under warranty:

1. Contact Banlaw Support via the Contact page on our website to obtain a Return Authorisation Number *prior to shipping the product back*.
2. Fill in a Warranty Claim Form (available on the Downloads page on our website).
3. Ship the product and Form to the place of purchase, clearly labelled "Warranty".
4. Banlaw will assess the claim and determine whether warranty is applicable, and take appropriate action. Banlaw may contact you for further information, so please ensure correct contact details are included on the claim form.

If you are unsure of the process, or whether your product is still under warranty, please contact your supplier.

## Support Obsolescence Policy

The Banlaw Obsolescence Policy guarantees the company will at minimum support either the last two major version of our products or any Banlaw's products designed within the last 18 months.