

# Car Key Masters – Terms & Conditions & Warranty Policy

**Location:** Perth, Western Australia

**Effective Date:** [01/07/2025]

## 1. Services Offered

Car Key Masters provides professional car key cutting and key programming services. All parts and keys used during service are supplied by us and are covered under the terms specified below.

## 2. Warranty Coverage

### Service Warranty – 6 Months

We offer a 6-month warranty on all key cutting and programming services, **limited to the electronic components of the key**. This warranty covers **natural malfunctions** and **manufacturer-related electronic failures**.

### Product Warranty – 6 Months

All car keys sold by Car Key Masters include a 6-month product warranty, **limited to electronic components only**.

## 3. Warranty Exclusions

The following are **not covered** under the service or product warranty:

- Battery failure or battery replacement
- Broken, bent, snapped, or damaged key blades
- Cosmetic damage (scratches, fading, chips)
- Visible or physical damage to the key
- Damage from misuse, negligence, modification, or water exposure
- Any damage to the vehicle due to improper use of the key

## 4. Conditions for Warranty Claims

To be eligible for a warranty claim:

- A **valid proof of purchase** (receipt or invoice) is required
- The damaged product must be **returned to Car Key Masters for inspection**
- The key must have **no visible damage** and must **pass inspection**
- Warranty applies only to electronic malfunction of the remote

If the product meets all criteria, we will:

- **Repair, replace, or refund** the product, depending on availability and the situation

## 5. Limitations of Liability

Car Key Masters is not liable for:

- Vehicle damage caused by improper use of the product
- Towing, labor, locksmith, or reprogramming charges
- Any indirect or consequential losses

## 6. Important Notes

- The warranty is **non-transferable** and applies only to the original purchaser
- Warranty period begins from the **date of purchase or service**
- If warranty is void or claim is rejected, services may be offered at an additional cost
- **If a product is replaced under warranty, the replacement product will not carry any further warranty**