

**Manufacturer's warranty against defects is provided by: Energetic Lighting Australia Pty Ltd**

ABN: 62 168 714 145

Business address: Unit 1, 350 Edgar Street, Condell Park, Sydney, NSW, 2200, Australia

Telephone number: 02 9771 6858

This warranty applies to Energetic Lighting Australia's LED products.

We give this warranty to you only if you purchased the product/s from us or a dealer or reseller as new product/s (original purchase).

**Energetic Lighting Australia will replace your product/s with new product/s if:**

- The product/s have a defect in the materials or workmanship, or the product/s fail to operate as intended provided; You make a claim under this warranty as offered, within the time periods set out below. We reserve the right to discontinue the product/s currently distributed or change the product/s as currently distributed. If an exact replacement component is not available, we reserve the right to substitute other components of equal quality at the discretion of Energetic Lighting Australia.

For the purposes of this warranty, "defect" does not include damage caused by:

- Installation of the product which has not been carried out by a licensed electrician;
- Use of the product which has not been in accordance with manufacturer's instructions. This includes but is not limited to any defect or failure of the product which is attributable to misuse, abuse, accident, non-observance of manufacturer's instructions or electrical connection not in accordance with the voltage requirements specified on the product;
- Normal wear and tear.
- Alteration, misuse, accident, fire, power issue (spike or surge), climate condition, accidents, negligence or exposure to harmful chemicals or pollutants or any circumstances which are beyond the control of Energetic Lighting Australia

**This Warranty is immediately void if:**

- Any appliance plate is removed or defaced by a person other than an authorized representative of Energetic Lighting Australia; or
- The product has been serviced or otherwise repaired by a person not authorized to do so by Energetic Lighting Australia or where non-approved replacement parts are used.

The warranty applies to defects which appear and which you notify us about (following the procedure below) within 3 years from the date of the original purchase. 3 years warranty is based on 3000 hours per year. Product warranty maybe void if product is subject to high or low voltage and or voltage spikes.

**Procedure to make a claim under this warranty:**

If a defect appears in the product within the period specified above, to make a claim under this warranty you must, before the warranty period (see above) expires, and at your cost:

- Retain this Warranty Card with your receipt/proof of purchase. You must present proof of purchase to obtain replacement under this warranty;
- Complete the form at the reverse side of this Warranty Card and return the product to the outlet where the original purchase was made with the completed form;
- Provide us with details stating what you consider to be the defect and the circumstances in which the defect appeared. We will then arrange for the product to be inspected and determine whether it is defective and If a product/s are faulty or defective and satisfy the requirements and conditions of this warranty, then Energetic Lighting Australia will, at its discretion, either:
  - a) Replace the faulty or defective product/s; or
  - b) Refund you the cost of the faulty product/s by electronic funds transfer.

**Removal and re-installation costs:**

In relation to any claim made by you under this warranty, you are responsible for the cost of removal and re-installation of the product/s.

The benefits to you given by this warranty are in addition to other rights and remedies you have under law.

*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.*



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Please keep a copy of this document and your receipt for your personal records

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Area Code / Fax #: \_\_\_\_\_

Email: \_\_\_\_\_

Date of Purchase and receipt #: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Part No.: \_\_\_\_\_

Name of Licensed Contractor: \_\_\_\_\_

Contractor License Number: \_\_\_\_\_

