



LUCESCO
light for life

PRODUCT WARRANTY



Current at March 2018



Warranty Against Defects

In this document:

We or us means **Lucesco Lighting Australia Pty Ltd** (ABN) 98 614 863 991; **You or Homeowner** means the purchaser of the goods (end user); **Supplier** refers to the authorised distributor (i.e. Electrical Wholesaler) that sold you the goods in Australia; and **The Goods** refers to Lucesco Lighting branded products purchased in Australia.

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 entitled to have the goods replaced if the goods fail to be of an acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

The costs associated with a claim made against this warranty are the responsibility of the purchaser.

We provide the following warranty against manufacturing defects:

- a. The goods will be free from manufacturer's defects for a period of 3 years (unless otherwise stated)
- b. Should the goods fail because of a manufacturer's defect during the first 3 years of the date of purchase from the supplier we will provide a replacement.
- c. If the goods are no longer available or have been superseded by a newer model, the closest possible alternative will be supplied. A credit may be requested by the supplier if no suitable replacement is available.
- d. To claim this warranty, you will need to return the faulty goods, together with proof of original purchase to the supplier where the goods were purchased from and we will liaise with the supplier to process your warranty claim.
- e. Please note that the warranty does not cover removal or reinstallation of the product which you believe is defective.
- f. We will inspect the product first. If accepted as a valid warranty claim within the terms described in this document, Lucesco Lighting will provide a replacement product. If the claim is rejected, you will be provided with a full explanation, and if requested the goods will be returned at your expense.
- g. Original proof of purchase from Supplier MUST be provided along with your name, address, contact phone number, email address and certificate of installation or other document for proof of installation by an authorised electrician.
- h. All replaced or substituted goods continue to receive the warranty benefit for the remaining time on the original warranty period.

The warranty against manufacturer's defects is voided in any of the following circumstances:

- a. The goods are NOT installed by a licensed electrician (incorrect installation/operation); or
- b. The goods are not installed according to the instructions provided with the product (This includes but is not limited to: incorrect voltage, improper wiring); or
- c. The goods have been subjected to modifications; or
- d. The goods are used in a manner which is not fit for their purpose, subjected to neglect or mistake; or
- e. The goods are physically damaged (such as broken clips, broken body etc); or



- f. The goods have been damaged by power spikes and/or surges; or
- g. The goods have been exposed to adverse external/internal conditions (such as temperatures outside their specified operating temperatures, corrosion, acts of god; or
- h. The goods have been affected by insect or vermin infestation; or
- i. Flickering resulting from input voltage, frequency, cable connections, dimmers, sensors or any other accessory/component outside of the Lucesco product range; or
- j. The goods are damaged by wear and tear.

We assume no liability for improper use, and we will not be responsible for incidental or consequential damage due to improper use of products.

We will not be liable for any labour costs related to the goods failure. This warranty constitutes the entire guarantee by the Manufacturer.

Lucesco Lighting has its own sole discretion to change terms and conditions of this policy at any time without notice.

Warranty Claim Procedure – Wholesaler

In this document:

We or **us** means **Lucesco Lighting Australia Pty Ltd** (ABN) 98 614 863 991; **You** or **the Supplier** refers to the authorised distributor that purchased the goods from Lucesco Lighting Australia Pty Ltd. **The Goods** refer to Lucesco Lighting branded products purchased in Australia. **Customer** refers to the person that purchased the goods from you (Homeowner / end user).

If a customer reports a defective Lucesco Lighting product to you (the supplier) this document outlines how items are replaced and the procedure that Lucesco Lighting will follow.

If your customer has reported a defective Lucesco Lighting product but they have not returned it yet, please note Lucesco Lighting will NOT provide a replacement without inspecting the product first. A replacement can be provided at your or the customer's own cost if immediate replacement is required, and Lucesco Lighting will issue a credit to the supplier after the faulty goods have been returned, inspected and tested.

Please follow the steps below for this case.

1. Customer advises supplier of faulty fitting and requires replacement immediately.

- a. If customer requires a replacement immediately, supplier is to create a purchase order to order the goods. Supplier will be charged at this point for the replacement. Supplier to then raise an RFC (Request for Credit) and send request via email to enquiries@lucesco.com.au
- b. The RFC (Request for Credit) must contain the original purchase order number or Lucesco invoice number, product code or description, quantity of goods, description of fault and price.
- c. Lucesco will assess your request and issue an official GRA (Goods Return Authority) number within 5 working days via email.



- d. Supplier to return faulty goods within 14 days to Lucesco Lighting Head Office – Unit 4, 277 Sir Donald Bradman Drive, Cowandilla, SA 5033 with official GRA paperwork attached. If not returned within 14 days of GRA issue the goods/RFC will not be recognised.
- e. Lucesco will inspect and test the goods upon receipt of return
- f. If the inspection and testing process confirms the product is faulty and meets the Lucesco Lighting warranty terms and conditions, a credit will be issued to the supplier based on the original invoice price.
- g. If credit is approved this will be issued within 28 days and a credit note will be emailed to the supplier.
- h. However, if the inspection and testing discover that the goods are still functioning and/or have been damaged by means not covered in the warranty no credit will be issued and you will be advised via email or phone of the testing outcome and reason for why the request has been declined.

If your customer has reported a defective Lucesco Lighting product and they have returned these to you and have requested replacements, please follow the steps below.

2. Customer advises and returns faulty fitting to supplier and replacement/s required.

- a. Customer returns faulty fittings to supplier.
- b. Supplier fills out online request form for replacements from our website www.lucesco.com.au and submits to after sales support team. Original purchase order number or Lucesco invoice number, product code or description, quantity of goods, description of fault need to be included on this form.
- c. Lucesco will assess the request and issue an official GRA number within 5 working days via email.
- d. Supplier to return faulty goods within 14 days to Lucesco Lighting Head Office – Unit 4, 277 Sir Donald Bradman Drive, Cowandilla, SA 5033 with official GRA paperwork attached. If not returned within 14 days of GRA issue the goods/RFC will not be recognised.
- e. Lucesco will inspect and test the goods upon receipt of return.
- f. If the inspection and testing process confirms the product is faulty and meets the Lucesco Lighting warranty terms and conditions, replacements will be issued to the supplier – if goods are no longer a current product, the closest suitable replacement will be issued.
- g. Replacements will be issued within 28 days to the supplier or to alternative delivery address if supplied in request.
- h. However, if the inspection and testing discover that the goods are still functioning and/or have been damaged by means not covered in the warranty no replacements will be issued and you will be advised via email or phone of the testing outcome and the reason why the request has been declined.

Please note: If you have supplied your customer with replacements from stock on hand before returning the defective units to Lucesco Lighting for inspection and testing, be aware that your request for credit on these items could be declined if Lucesco deem no fault with the product/s and no credit will be issued.

AN INSPECTION AND TEST MUST BE CARRIED OUT BEFORE ANY REPLACEMENTS OR CREDITS ARE PROVIDED. PLEASE FOLLOW THE WARRANTY CLAIM PROCEDURE.