

Warranty Statement

Lumitex Ltd products are covered by the consumer guarantees under the Australian Consumer Law. Information about your rights can be found at www.accc.gov.au.

In this warranty:

Australian Consumer Law means the Australian Consumer Law set out in Schedule 2 to the Competition and Consumer Act 2010.

Goods means the product or equipment that was purchased in Australia and listed in the application product ranges below

Manufacturer, We or Us means Lumitex Ltd

Supplier means the authorised distributor or the licensed electrical contractor that sold you the goods.

You means you, the original end-user purchaser of the goods.

Warranty Period and Details

Lumitex Ltd commercial and industrial products supplied are covered by a 5 year product warranty.

- Failure resulting from human's improper operation, misuse, accident or force majeure such as fire, earthquake, thunder and lightning, etc. voids the warranty terms.
- This warranty is effective only for products purchased from Lumitex Ltd.
- Lumitex Ltd commits to arrange replacement of any defective items as soon as practically possible after notification.
- Back to base warranty may apply.

Extent of the warranty:

- Any parts of the goods replaced during repairs or any product replaced remain the property of Lumitex Ltd.
- In the event of the goods being replaced during the warranty period, the warranty on the replacement goods will expire on the same date as the warranty period of the original goods they are replacing.

We will not be liable for any loss of income, loss of profits, loss of contracts, loss of data or for any indirect or consequential loss or damage of any kind whatsoever arising and whether caused by tort (including negligence), breach of contract or otherwise.

Applicable Date/Commencement of Warranty

This warranty commences from the date of purchase of product. The details of the point of purchase as well as contact information for warranty claims and queries are detailed below:

4 Elmsfield Road, Midvale 6056, WA

T: 1300 337 809

F: +61 8 9463 1464

E: sales@lumitex.com.au

Claim Process

The customer claim process is as follows:

- The customer can make a claim or enquire about the claims process by contacting us as detailed above.
- The customer must provide a clear photograph of the faulty or underperforming lights including product label and email to sales@lumitex.com.au for identification and verification purposes.
- If accepted as a valid warranty claim with the terms as described in this policy, Lumitex Ltd will either make suitable repairs or provide an equivalent replacement product.
- If the claim is rejected, the customer will be provided with a full explanation, and, if requested, the goods will be returned.

Governing Law

These terms and conditions shall be governed by and constructed in accordance with the laws of Western Australia and shall be subject to the non-exclusive jurisdiction of the courts of Western Australia.