

SEVEN YEAR INSTALLED WARRANTY

Lumex Lighting (Australia Only)

With your new Lumex installation comes the quality assurance provided by the seven (7) year or 35,000 operational hour Warranty (the "Warranty") The warranty is offered to you by Urban Lighting Group (the "Company") Pty Ltd of 53 Stanley Street, West Melbourne VIC 3003.

Subject to the terms of this document, Urban Lighting Group warrants to the owner of the Installation that Urban Lighting Group will repair or replace, without charge Lighting product (the "Product") if the Product fails due to any manufacturing defect during the first seven (7) years or 35,000 hours of operation.

This Warranty applies from the date of invoice for a period of seven (7) years or 35,000 hours of operation thereafter subject to the conditions set in this Warranty.

A. Definitions

In this warranty:

- **Australian Consumer Law** means the Australian consumer law set out in Schedule 2 to the Competition and Consumer Act 2010.
- **Goods** mean the product or equipment that was purchased in Australia.
- **Manufacturer, We or us** means Urban Lighting Group Pty Ltd ABN: 17 006 659 294.
- **Supplier** means the authorized distributor or the licensed electrical contractor that sold you the Goods.
- **You** means you, the original end-user purchaser of the Goods.

B. Warranty Period and Details

This product is covered by a seven (7) year or 35,000 hours of operation installed warranty against manufacturing faults and defects, provided that:

- The site where the product is installed, is registered online at www.lumexlighting.com.au within one month of the invoice date.
- The product is properly installed, and installation is consistent with the manufacturer's instructions, and is installed by suitably trained and qualified installer.
- The product is not subjected to any unauthorised modifications.
- The product is only used for the purpose of illumination, in line with its designated purpose or the designated purpose of a luminaire of its general type.
- The product use is in normal conditions and not exceeding a total of 35,000 hours.
- Any faults or defects attributable to the misuse, abuse, accident or non-observance of the manufacturer's instructions on the part of the user are specifically excluded.
- Where a battery product is installed, the warranty period covers 12 months.
- Where SmartSense™ product is installed, the warranty period covers five (5) years for the sensor technology only.
- Where a third party component is installed within, or as part of, a LUMEX fitting, the warranty period is as dictated by the Original Equipment Manufacturer of the third party component.

This Warranty **DOES NOT COVER**:

- Damage caused by acts of god, or other incidents / occurrences beyond the control of Urban Lighting Group, including without limitation, fire, theft, storms, floods.
- Damage caused by water or other forms of moisture being absorbed by the LED light fitting.
- Damage caused by chemical impact or other abuse including environmental factors, improper cleaning solutions, damage from leaving substances such as bleach on the product.
- Damage or problems caused by the use of an accessory, component or equipment not supplied by Urban Lighting Group.

C. Extent of the Warranty

- Urban Lighting Group do not cover freight charges (including insurance) or travelling cost for repairs performed outside the area normally serviced by Urban Lighting Group or an authorised repair agent.
- Goods that prove defective within the Warranty Period by reason or improper workmanship or faulty material, we may, at our own discretion, either repair or replace the Goods without charge.
- Urban Lighting Group will pay for:
 - the cost of the LED light fitting
 - labour & equipment to facilitate in the removal and replacement of the original LED light fitting up to a maximum value of \$20 per fitting (including GST)
- You will be responsible for any other costs associated with or arising out of the repair or replacement.
- 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.
- This warranty is not transferable.
- Any agreed repair works shall be performed in normal business hours, Monday – Friday 8:00am, - 5:00pm by Urban Lighting Group or as delegated by Urban Lighting Group.
- All lighting circuits pertaining to the installed warranty site must be surge protected - minimum 2.5kV

D. Applicable Date/Commencement of Warranty

To qualify for repair or replacement installed warranty, the owner must provide the original sales receipt which demonstrates proof of purchase of the LED light fitting, clearly showing the date of purchase, address of the Installation and that the Installation was performed by a suitably trained and qualified installer.

The warranty shall commence from the date of product invoice.

No representative, dealer or sales person of any other party is authorised to make any warranty or promise on behalf of Urban Lighting Group. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon Urban Lighting Group unless made in writing and signed by an authorised representative of Urban Lighting Group.

The details of the point of purchase, as well as all contact information for warranty claims and queries, are detailed below:

Contact:	Urban Lighting Group Customer Service
Address	53 Stanley Street, West Melbourne VIC 3003
Phone	1300 897 287
Fax	1300 774 349
Email	sales@urbanlightinggroup.com.au

E. Claim Process

The customer claim process is as follows:

1. The customer can lodge a claim through the wholesaler from which goods were purchased.
2. The customer must provide original proof of purchase from the supplier and must have registered the site for installed warranty on the lumexlighting.com.au website within one month of invoice date.
3. The wholesaler/customer/end user must complete the online Warranty Claim Request via the urbanlightinggroup.com.au website.
4. If accepted as a valid claim within the terms as described in this document, Urban Lighting Group will repair or provide an equivalent replacement product. Urban Lighting Group will pay for labour and equipment to facilitate the removal and replacement of original LED light fitting up to a maximum value of \$20 per fitting (including gst).

IMPORTANT

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 for 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.

terms and conditions are subject to change at any time