



Product Warranty



Warranty Against Defects

In this document:

We or us means Haneco Lighting Australia Pty Ltd (ABN) 715 601 662 864; 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 Haneco 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 as a result 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- c. If the goods are no longer available or have been superseded by a newer model, the closest possible alternative will be supplied.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, Haneco 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

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- 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
- 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 Haneco 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.

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

