

The Lightworks range is warranted to be free from defects in material and workmanship and to operate from the date of manufacture. All our products are factory tested at time of manufacture.

If our product fails to operate for the warranty period, Lightworks will provide a replacement product subject to the condition of the product and our terms and conditions below.

WARRANTY

- 5 year limited warranty.
- We do not offer refund for change of mind.
- A restocking fee of 20% will apply to all returned or cancelled ordered or non-faulty items.
- Warranty does not cover installation.
- Lightworks will repair, or at its option, provide a replacement product during the stated warranty period.
- Warranty only applies to the repair or replacement of the product and only when the product is handled properly, installed and maintained according to the latest edition of AS/NZS 3000:2007 wiring rules and installed by a licenced electrical contractor.
- This warranty excludes defects resulting from improper handling, storage, installation, fire, vandalism or civil disturbances.
- This warranty excludes any labour or service charges related to the repair or replacement of the product.

TERMS AND CONDITIONS

1. Proof of purchase must be provided.
2. After contacting Lightworks and receiving a return authorization number, the user shall promptly return the product to Lightworks.
3. Lightworks reserves the right to access and examine all failed products to determine whether the product is defective and covered under this warranty.
4. Due to the rapidly changing technology environment surrounding LED Lighting, Lightworks reserves the right to replace products with later model upgrades equivalents where in some cases the external appearance may differ from the original.
5. Failure to observe correct installation practices or any special instructions relating to the product will void the warranty.
6. The warranty period commences from date of purchase.

Lightworks is continually expanding its range of products, please contact our office if you require clarification on the warranty of products or see individual specification sheets of our products on our website at www.lightworks.com.au