

## **GRSM14W Surface Mount Downlight Range Three (3) Year Product Warranty**

### **Warranty Period and Details**

The product/s detailed above are covered by a three (3) year warranty against manufacturing faults and defects, provided that:

- The product/s is properly installed and installation is consistent with the manufacturer's instructions and is installed by a suitably trained and qualified installer.
- The product/s is not subjected to any modifications and/or alterations.
- The product/s is only used for its intended purpose.
- 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.

### **Extent of the Warranty**

- This warranty commences from the date of purchase from Green Illumination Pty Ltd.
- Product/s that prove defective within the warranty period by reason or improper workmanship or faulty material, may be either repaired or replaced without charge, providing all of the conditions of the Warranty Policy are satisfied.
- This warranty does not cover any cost related to removal, shipping to or from the place of return, or reinstallation of the replaced or repaired item.
- In the event of the goods being replaced during the warranty period, the warranty on the replacement product/s will expire on the same date as the warranty period of the original product/s they are replacing.

### **Warranty Claim Process**

The customer claim process is as follows;

1. The customer should make direct contact with Green Illumination Pty Ltd, discuss the faulty goods and obtain an exchange of faulty goods form.
2. The customer should complete the exchange of faulty goods form, attaching proof of purchase from the Supplier.
3. The customer, at their own expense should forward the returned goods to Green Illumination Pty Ltd at the address below.
4. Upon receipt of the goods, Green Illumination Pty Ltd will review the claim and proof of purchase and test the faulty goods.
5. If accepted as a valid warranty claim, Green Illumination Pty Ltd will either make suitable repairs or provide an equivalent replacement product.
6. If the claim is rejected, the customer will be provided with a full explanation, and if requested, the goods will be returned.

All warranty claims are to be forwarded to:

Green Illumination Pty Ltd  
Unit4/170 North Road  
Woodridge QLD 4114  
(07) 3299 2496  
[info@greenilluminate.com.au](mailto:info@greenilluminate.com.au)

### **Australian Consumer Law (ACL) - 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.