

The Lighting Agency Warranty Document

Effective Date: 28/06/2022

Contact Information:

Company Name: The Lighting Agency

Address: 46 Junction Road, Burleigh Heads, 4220, QLD

Phone Number: 07 2142 1722

Email: info@thelightingagency.com.au

Website: www.thelightingagency.com.au

1. Warranty Coverage

1.1 Warranty Period

This warranty covers all lighting products manufactured and sold by [Your Lighting Agency Name] for a period of **5 Years** from the date of purchase.

1.2 Coverage Includes

This warranty guarantees that the lighting products will be free from defects in materials and workmanship under normal use. If any defect arises during the warranty period, we will provide repair, replacement, or refund options as detailed below.

2. How to Make a Warranty Claim

2.1 Eligibility for Claim

To qualify for warranty service, the following conditions must be met:

- The product must have been purchased directly from The Lighting Agency or an authorised dealer.
- The warranty claim must be accompanied by proof of purchase (e.g., receipt or invoice).
- The claim must be submitted within the warranty period.

2.2 Claim Process

1. **Contact Us:** Reach out to our customer service team via phone or email.
2. **Provide Details:** Include your name, contact information, product details (model number, purchase date), and a description of the issue.
3. **Return the Product:** If instructed, return the product with the original packaging and documentation. Shipping costs may apply unless otherwise specified.

3. Exclusions

This warranty does not cover:

- Damage caused by misuse, abuse, neglect, or accidents.
- Damage resulting from unauthorised repairs or modifications.

- Normal wear and tear, including fading or deterioration due to environmental exposure.
- Products sold as "clearance," "refurbished," or "as-is."
- Consequential or incidental damages, including but not limited to, loss of use, inconvenience, or loss of revenue.

4. Limitations of Liability

The Lighting Agency is not liable for any damages arising from the use or inability to use the product, even if we have been advised of the possibility of such damages. Our total liability shall not exceed the amount paid for the product.

5. Transferability

This warranty is non-transferable and is valid only for the original purchaser of the product.

6. State Law Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

7. Contact Information for Claims

For warranty claims or inquiries, please contact:

Customer Service:

Phone: 07 2142 1722

Email: info@thelightingagency.com.au

Address: 46 Junction Road, Burleigh Heads, 4220, QLD

Acknowledgment

By purchasing our products, you acknowledge that you have read and understood this warranty document and agree to abide by its terms.

Last Updated: 28/09/2023