

## LOOX LIGHTING AND LOOX ELECTRICAL PRODUCTS WARRANTY

### IMPORTANT NOTICE

**Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a 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.**

This warranty is given by Häfele Australia Pty Ltd (Häfele).

Verification of purchase date will be required should you need to make a claim under this warranty.

### TERMS OF WARRANTY

- > This warranty covers all LOOX Lighting and LOOX Electrical products marketed and distributed by Häfele in Australia.
- > This warranty is valid in relation to any defect which appears within 3 Years from the date of purchase.
- > The warranty guarantees that the product will be replaced, refunded or repaired (at Häfele's option) if any materials or components are defective, or if workmanship or assembly is faulty.
- > The reasonable expenses of claiming the warranty will be borne by Häfele. If you incur any such expenses, you may obtain reimbursement by contacting Häfele by mail, phone or email using the contact details set out above.

### CONDITIONS

Häfele liability under this warranty includes repair or exchange of the goods.

Repairs under this warranty do not extend the warranty period and do not initiate a new warranty period and the warranty period for any replacement parts fitted ends together with the warranty for the entire product.

#### **This warranty shall be invalidated:**

1. If the LOOX Lighting and LOOX Electrical product is not installed to comply with the installation instructions as provided by Häfele, giving rise to the fault.
2. If the installation of the LOOX Lighting and LOOX Electrical product does not comply with the electrical wiring regulations code of practice.
3. If the LOOX Lighting and LOOX Electrical product is misused or abused, or operated outside the instructions contained in the instructions for use and installation details provided.
4. If the LOOX Light and LOOX Electrical product cables are cut and rejoined.
5. If the LOOX Lighting and LOOX Electrical product is used for any purpose other than its intended use.

#### **This warranty does not extend to:**

1. Damage to surface coatings caused by cleaning or maintenance using products not recommended by Häfele.
2. Defects caused by normal wear and tear, accident, negligence, alteration or misuse.
3. A product dismantled, repaired or serviced by any serviceman other than an authorised service agent.

### Service

Should you require warranty service please contact Häfele on 1300 185 044 or by emailing customercare@hafele.com.au. Service call charges to attend any fault excluded by this warranty or where the product is found to be in full operating condition must be borne by the owner.

### Warranty Details

Purchaser's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Article No: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

**The benefits given to you by this warranty are in addition to any other rights or remedies you may have under a law in relation to the goods or services to which the warranty relates.**