

LIGHT CULTURE AUSTRALIA: WARRANTY STATEMENT

Light Culture Australia guarantees that all products sold are free from manufacturing or material defects and will function as intended, subject to the following terms:

- Installation Requirements:** Products must be installed in a suitable environment according to the provided instructions by a qualified tradesperson. Light Culture reserves the right to inspect the installation sites. Failure to meet our installation standards may void this warranty. If you have concerns about environmental conditions, such as high heat or corrosive environments, please consult with Light Culture.
- Modifications and Standards:** Any alterations, tampering, or usage not in compliance with local electrical standards, or unauthorised repairs, will void this warranty.
- Coverage Limits:** This warranty applies only to products installed within Australia unless specified otherwise. It does not cover normal wear and tear, minor surface damage (e.g., abrasions, scuffs), dirt accumulation, or damage from uncontrollable forces or mishandling during transport.
- Warranty Claims:** If a defect arises, the purchaser must provide proof of purchase and notify Light Culture within 30 days of discovering the issue. Light Culture may, at its discretion, send a representative to assess the problem. The issue may be resolved on-site or by returning the product to the factory. Light Culture will handle and cover all associated shipping costs. If a product is discontinued, we may replace it with a similar item or refund the purchase price.
- Warranty Period:** The warranty period starts on the date the goods are invoiced. For claims within the first 13 months, Light Culture will cover all necessary labour and equipment costs to address the defect. We reserve the right to use our own or selected tradespeople for these repairs and approval from Light Culture must be given prior to any warranty work being commenced. The warranty does not compensate for downtime or related losses.
- Product Usage:** There are no limits on the operating hours within the warranty period. Degradation of light output as per the datasheet specifications is not considered a defect. Warranty applies to the complete product. If some light sources fail but the product still performs within specifications, it is not considered a fault.
- Warranty Length:** The Warranty covers the defects of the Products resulting from defective components, materials or manufacturing thereof, if such defects are detected during the period the follow years from the date of invoice (unless otherwise state on the product datasheet):

BRONZE WARRANTY*	5 Years	Elements Light Culture Neon	Zalux XD Profiles (LS Strips)
SILVER WARRANTY*	7 Years	Trilux Panzeri LED Luks Centauri	BEGA Furniture Aubrilam XD Profiles (LP Strips)
GOLD WARRANTY*	10 Years	BEGA Trilux Local	Light Culture Cultura

*Excludes Emergency packs, sensors, repeaters and 3rd party accessories. Please refer to OEM warranty.

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