

Light Culture Warranty

Light Culture guarantee that products sold through the business shall be free from manufacturing or material defects and operate in their intended manner; subject to the following terms and conditions:

All products shall be installed in suitable environment in accordance with the provided installation instructions by a suitably qualified trades person. Light Culture reserve the right to review the installation on site and request amendments. Failure to install the product to Light Culture's satisfaction may result in termination of this warranty. If unsure of environmental limitations, such as heat and corrosive environments, the purchaser should seek advice from Light Culture. The product should not be altered, tampered with, or used in violation of the local electrical standards. This warranty is limited to products installed in Australia unless stated otherwise. This warranty does not cover normal wear and tear, build-up of dirt, faults caused by force majeure or mechanical damage such as transport damage.

Should a warranty claim arise, the purchaser must present proof of purchase for the products and notify Light Culture within 30 days of realising the fault. Light Culture may at their discretion choose to attend, or arrange an accredited representative to attend the site to witness the defective product/s. The malfunction may be solved either by remedy on site, or by return of goods to the factory. Light Culture will arrange and pay for any required freight. In the event that the product is no longer in production Light Culture may choose to replace it with a comparable product or refund the customer their payment for the defective goods.

The warranty period shall commence from the day the goods are invoiced by Light Culture. Should any warranty claim arise within the first 13 months, Light Culture will pay for any works such as labour and access equipment necessary to rectify the defect. Light Culture reserve the right to use their own or nominated tradesmen for such works. The warranty is limited to on site costs and does not include payouts for downtime losses and the like.

There are no restrictions on the number of hours the product is operated within the warranty period, but the light output will degrade in accordance with the datasheet specifications – this is not considered a defect. The warranty is applied on a 'per complete product' basis. Should a proportion light sources fail yet the product is still operating in accordance with the datasheet specifications, this is not deemed to be a fault.

Warranties*

Bronze Warranty – 5 years: Light Culture Elements, Light Culture Neon, XD Profiles (LS strips)
Silver Warranty – 7 years: Trilux, Panzeri, XD Profiles (LP strips)
Gold Warranty – 10 years: BEGA, Trilux Local, Light Culture Cultura

*excludes Emergency packs, refer OEM warranty.

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