



# 5 YEAR WARRANTY

With premium LED product designs, this new technology is supported with the benefit of extended design service life, which GLG shares with its customers via our extended **five (5) year warranty**.

See the product installation instructions enclosed in the product packaging or on the GLG website [www.glg.lighting](http://www.glg.lighting) to confirm the products extended warranty period. **Contact Customer Service team on 1300 799 300 with any further questions.**

## WHERE DO I FIND THE WARRANTY YEAR FOR A GLG PRODUCT?



Find your product on [www.glg.lighting](http://www.glg.lighting)



Download install guide



See clause 8 for warranty instructions & warranty period

### WARRANTY INSTRUCTIONS

For the purpose of warranty claims (if any) the following instructions apply.

### WARRANTY COMPONENTS

THE PRODUCT, (identified as the THE PRODUCT only).

### WARRANTY PERIOD

The above components are provided with a warranty of FIVE (5) year/s or 25,000 hours of operation (which ever arrives first) against manufacturing defects or failure to perform to specifications for products installed by an authorised installer in accordance with the manufacturer's installation instructions and which have not been subject to incorrect operation or maintenance, unauthorised modification or damage arising from any intervening cause.

### WARRANTY REFERENCE

The warranty reference date commences from the date of purchase.

### WARRANTY POINT OF CONTACT

GLG, 96 Gow Street Padstow NSW 2211.  
Contact GLG After Sales Support Tel: 02 9794 9300.

## EXTENDED COMMERCIAL WARRANTY BY APPLICATION 5 YEARS +

If you require a warranty period greater than our standard and extended warranties, we can review applications for a Special Commercial Warranty. Please visit [www.glg.lighting](http://www.glg.lighting) to submit your project requirements or talk to our **Customer Service team on 1300 799 300**.



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## HOW TO MAKE A WARRANTY CLAIM

For the purpose of making a claim the customer must:

1. Contact the “point of contact” above and upon provision of proof of purchase the customer will receive a Goods Return Advice (GRA) number.
2. At the customer’s expense, collect and return the goods to the “point of contact” with the issued GRA number.
3. Upon receipt of the goods, GLG will review the claim and if found to be accepted, GLG will return a replacement product to the customer to install at the customer’s expense. Alternatively, if the claim is rejected, the customer may request the return of the goods at their expense.
4. Consumer Contracts - The benefits to the customer given by the GLG warranty are in addition to other rights and remedies of the customer if the goods are the subject of a Consumer Contract under the Australian Consumer Law. In that event the following statement is required to be brought to the Consumer’s attention: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.
5. You are entitled to a replacement or refund for a major failure and 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. Limitation of Liability - if the customer does not purchase the goods under a Consumer Contract within the Australian Consumer Law then but not otherwise; -
  - A. The Company is not liable in tort for any loss or damage suffered by the customer or by any third party; and
  - B. In no circumstances is GLG liable to the customer or any third party for any loss of profits, loss of anticipated savings, economic loss or interruption of business or for any indirect or consequential loss (Consequential Loss).
6. Terms of Sale - these Warranty provisions are in substitution for any inconsistent provisions in the GLG Terms and Conditions of Sale in so far as they apply to the Warranty components.
7. The Australian Consumer Law requires the inclusion of the following statement with the GLG Warranty in any Consumer Contract:

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.

**Should any of our products not perform to your satisfaction or to specification please contact the Customer Service team on 1300 799 300.**