



# STANDARD 12 MONTH 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 **twelve (12) month warranty**. Should any of our products not perform to your satisfaction or to specification please **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

GLG Warranty commences on the date of purchase of the Goods and continues for the benefit of the Owner until the expiry of the following period (Warranty Period) according to the nature of the relevant Goods:

- For lamps of any kind the expiry of one (1) year after the date of purchase or the expiry of the manufacturer's rated average lamp life whichever first occurs;
- For all luminaire products the expiry of one (1) year after the date of purchase, unless specifically nominated otherwise in the installation and warranty instructions.

If within the Warranty Period a manufacturing defect is discovered in the Goods or the Goods fail to perform to the Company's specifications as a result of some defect in material or workmanship then the Company will, at its option, repair the Goods, or supply replacement Goods free of charge, or issue a credit note for the Goods.

### The GLG Warranty will not apply to Goods:

- Installed by any person other than a qualified trades person; or
- Subjected to misuse, neglect, negligence or accidental damage; or
- Operated, installed or maintained in any way contrary to any operating or maintenance instructions; or
- Altered or modified prior to or after installation.

The GLG Warranty does not apply to faulty or defective design of Goods unless the Company has designed the Goods and the Company expressly accepts responsibility for such design in writing.



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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.

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