

# Caribou

## 2 Year Warranty Terms + Conditions

### LED Light Fixtures

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#### WARRANTY STATEMENT

Caribou Lighting (Caribou Sales Pty Ltd) warrants its products against manufacturing faults under this Warranty based on the following terms and conditions.

**This warranty is offered to you by:  
Caribou Sales Pty Ltd (Caribou Lighting)**

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#### PHONE:

07 3999 7700

#### EMAIL:

warranty@caribou.com.au

#### ADDRESS:

9 Palmer Place  
Murarrie QLD 4172

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#### GENERAL

Caribou Lighting warrants that your Product will be free from any manufacturing defect in materials or workmanship for 2 years after your purchase date.

The customer must make the warranty claim within 14 days after discovering the fault by contacting Caribou Lighting and submitting the Warranty Claim form.

The Product must have been installed by a licensed Electrician in accordance with the necessary Australian Standards and Rules. If this is not the case, the Warranty will become null and void. Proof of installation must be provided.

The Warranty does not apply to Products that fail as a result of neglect, mistake, misuse, alteration, exposure to the elements, or that are improperly installed and implemented. This includes but is not limited to: improper wiring, installation under improper and non-approved operating environments such as temperature, humidity, corrosion or voltage conditions; improper installation using components that are not approved or not appropriate to the installation.

The cost of repairs arising from incorrect installation, not due to faulty material or workmanship in accordance with the Caribou warranty, will be payable by the purchaser at the time of repair.

#### Warranty does not extend to the following :

1. Flickering lights as a result from input voltage, frequency, cable connections, dimmers, sensors, accessories or any other component outside of the Caribou Lighting product range.
2. Problems arising due to installation techniques or dimming methods.
3. Problems arising due to power supply faults (input) or influences.
4. Any damage caused by the entry of foreign matter or influences to the Product including, but not limited to: liquid, moisture, dirt, dust, electrical fluctuations, or any additional problems encountered if the said Products are used in an outdoor environment.
5. Loss or damage caused by abnormal or excessive force of any kind from internal or external sources.

**To lodge a warranty claim, please use the 'Warranty Claim' button on the Caribou website.**

#### Please note:

By submitting a warranty claim you agree to pay a security deposit of up to \$200 per fitting in the event the faulty fitting cannot be returned for assessment before the replacement fitting is required. The security deposit will be refunded once the faulty fitting has been assessed by a Caribou technician or appointed agent and a manufacturing defect is identified.

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#### DISCLAIMER

Caribou Lighting is not liable for the accuracy and completeness of any statements, technical information and recommendations in any form of product literature or instructions. These are not guaranteed and do not in any way constitute a warranty.

Flickering, input voltage and frequency input are the main causes of problems associated with LED products. This usually results from input problems, not driver or light fitting issues. No warranty is covered for faults occurring because of this.

To the fullest extent permitted by law, Caribou Lighting is not responsible or liable for any injuries, damages, or death caused by the use, misuse or failure of Products.

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#### CONSUMER RIGHTS

Caribou Lighting's liability is limited, to the fullest extent permitted by law, to the refund or replacement of the Product.

Caribou Lighting expressly does not warrant that a Product will last any particular length of time nor guarantee is made as to fitness to a particular application.

Caribou Lighting's 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 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.