

Caribou

Warranty Terms + Conditions:

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)**

ADDRESS:	PHONE:
11/18 Ellerslie Road	07 3999 7700
Meadowbrook 4131 QLD	EMAIL:
	warranty@caribou.com.au

Product Warranty Conditions

Caribou products are covered by warranty for the duration of 2 years.

The warranty period commences on the date recorded on the Caribou sales invoice.

The warranty only covers products sold through approved Caribou distributors, agents or resellers.

The warranty only covers the purchaser against manufacturing defaults.

The warranty only covers products that have been installed correctly by qualified installers.

Warranty covers products used as they are designed to be used, and what could reasonably be considered normal use.

Warranty will not cover products that have been operated outside of their specified suitable environment.

Warranty will not cover products that have operated at incorrect voltages.

Warranty will not cover products that have been modified on-site.

Warranty will not cover products that have been modified after purchase from Caribou.

All warranty claims must have a valid proof of purchase.

All warranty claims must have a genuine reason for warranty claim.

All goods replaced by warranty must be returned to Caribou for assessment of failure.

Any labour, access or site related costs to remove or assess the warranty claim are not covered under warranty.

Caribou reserves the right to repair or replace any items deemed faulty by assessment.

Any goods replaced or repaired under warranty will have their warranty expire on the same date as the original items warranty period.

A security deposit of up to \$200 per fitting may be required if the faulty fitting cannot be returned for assessment before a replacement is issued.

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

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 are not part of our Warranty, 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.

CONSUMER RIGHTS

This Warranty is in addition to any other rights the consumer may have under the Australian Consumer Law. This Warranty gives additional protection for Products, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties for the periods detailed above. This Warranty does not cover any loss, damage or delay directly or indirectly caused by any malfunction of or defect of or failure of the Product other than stated in this Warranty. 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.