

Premium Product Warranty Policy

In This Warranty:

Australian Consumer Law means the Australian Consumer Law set out in Schedule 2 to the Competition and Consumer Act 2010.

Goods means the product or equipment that was purchased in Australia and listed in the application product ranges below.

Manufacturer, We or Us means MONDOLUX.

Supplier means the authorised distributor or the licensed electrical contractor that sold you the goods.

You means you, the original end-user purchaser of the goods.

Product Warranty

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 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.

Mondolux products are covered by consumer guarantees under the Australian Consumer Law. Benefits provided to you by Mondolux as part of this warranty are in addition to other rights and remedies available to you under Australian Consumer Law. Information about your rights can be found at www.accc.gov.au.

Warranty Period and Details

All LED products supplied by Mondolux are covered by a **five (5) year warranty*** against any manufacturing defects and are subjected to the standard conditions listed below:

- Failure resulting from human's improper operation and installation, misuse, accident or *force majeure* such as fire, earthquake, thunder and lightning, etc. voids the warranty terms.
- Any failure within the first two years from date of invoice, will include product replacement and labour Installation free of charge. Failures within the third, fourth and fifth years will be product replacement only (international freight excluded).
- For any service request, a minimum failure of 3 fittings is required for sites with less than 100 fittings, and a minimum failure of 3% of the total fittings supplied by Mondolux is required for sites with 100 fittings or more.
- Back to base warranty applies for all LED products - Fittings must be returned to Mondolux for inspection and credit at your cost. Replacement or refurbished fittings will be returned to you at Mondolux's cost. (International freight excluded)
- Any installation required will only be provided during regular Business hours. Any attendance required outside of this time may incur additional charges to you.

- This warranty is effective only for products purchased from Mondolux.

Extent of the Warranty

- Any parts of the goods replaced during repairs, or any product replaced remain the property of Mondolux.
- In the event of the goods being replaced during the warranty period, the warranty on the replacement goods will expire on the same date as the warranty period of the original goods they are replacing.

We will not be liable for any loss of income, loss of profits, loss of contracts, loss of data or for any indirect or consequential loss or damage of any kind whatsoever arising and whether caused by tort (including negligence), breach of contract or otherwise.

Applicable Date/Commencement of Warranty

This warranty commences from the date of purchase of product. The details of the point of purchase as well as contact information for warranty claims and queries are detailed below:

Authorised Distributor

Aglo Systems Pty Ltd
10 Plane Tree Avenue,
Dingley Village, VIC 3172.

T: 03 9551 3748
F: 03 9551 4191
E: sales@aglosystems.com.au
W: <http://www.aglosystems.com.au>

Claim Process

The customer claim process is as follows:

- The customer can make a claim or enquire about the claims process by contacting sales@aglosystems.com.au to obtain a warranty claim form.
- The customer must complete a warranty claim form and include photograph/s of the faulty lights for identification and verification purposes.
- If accepted as a valid warranty claim with the terms as described in this policy, Mondolux will either make suitable repairs or provide an equivalent replacement product.
- If the claim is rejected, the customer will be provided with a full explanation, and, if requested, the goods will be returned.

Governing Law

These terms and conditions shall be governed by and constructed in accordance with the laws of Victoria and shall be subject to the non-exclusive jurisdiction of the courts of Victoria.