



20 April 2018

## REEFLITE WARRANTY STATEMENT

1. Reeflite warrants its products to be free from defects in material and workmanship from the date of original purchase. If, in our sole discretion, this product is found to be defective within the warranty period, it will be repaired or replaced.
2. The warranty is based on a 'walk in warranty', which refers to the process of claiming against the warranty of Reeflite products. It is the responsibility of the customer to return the 'faulty' product to Reeflite or the distributor where a replacement/repaired product will be returned to the customer at the nominated address once identified that the product falls within the parameters of the warranty cover.
3. This warranty will not apply, if in our judgement, the product failed due to the following conditions:
  - a. Damage during shipment
  - b. Incorrect handling
  - c. Incorrect storage
  - d. Incorrect installation
  - e. Abuse or misuse
  - f. Used in a manner not conforming to our product instructions
  - g. Been modified in any way
  - h. The serial number has been removed or it has been defaced.
4. The following products and their associated warranties detailed below are valid from date of purchase:
  - a. Reeflite Glass Reinforced Polyester (GRP) luminaire casings are protected under warranty for 15 years against deterioration due to: ultra-violet radiation, hail damage and corrosion at coastal areas, the control gear is guaranteed for one year.
  - b. All LED products are protected under warranty for 3 years against defects in material and workmanship. Extended warranty options are available as per the warranty guidelines offered on the respective products by the relevant manufacturers. Details of these conditions are available on request.
  - c. Components used in the manufacture of Reeflite luminaires i.e. control gear, light emitting diodes, chipsets, drivers or any electronic device supplied as a solution are covered under 'The Manufacturers Warranty' as stipulated under the warranty guidelines provided by them. Details of these conditions are available on request.
  - d. Reeflite will endeavour to replace any failed product with the same item. However, Reeflite reserves the right to exchange with a product of equal or greater specification and/or value.
  - e. Repair or attempted repair will void the warranty.
  - f. Our maximum liability under the terms of this warranty is limited to the purchase price of the product covered by the warranty.

### HEAD OFFICE

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