

Warranty Claim Form



Premium Lighting Pty Ltd
ABN 56153467040

Phone 08 9248 1888
Email sales@premiumlighting.com.au

Address 17 Niche Parade,
Wangara WA 6065

Please provide with your claim a copy of:

- 1) Completed claim form 2) Proof of purchase 3) Electrical installation certificate
-

Client Name:

Contact Number:

Place of Purchase

Contact Person:

Invoice Number

Invoice Date:

Address of Installation:

Electrical Contractor:

Electrical License Number:

Contact Number:

Product/s:

Description of Claim:

Premium Lighting reserves the right to deny any claims where the product has not been installed by a licensed electrical contractor, incorrect installation practice, product negligence or misuse. In the case of an electrical contractor issued out by Premium Lighting, Premium Lighting reserves the right to issue a fee if it is found that the installation does not adhere to the instructions supplied.

Due to rapidly changing technology, Premium Lighting reserves the right to replace products with current models which may differ slightly in appearance from the original. If a product is replaced or exchanged, the return becomes the property of Premium Lighting Pty Ltd.

My signature below indicates I agree to the terms of this claim.

Signature:

Date:

Warranty Information

Australian Consumer Laws



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Summary of Warranty

Premium Lighting will guarantee from the date of purchase against faulty workmanship or materials as stated below and subject to the Terms and Conditions following:

2 Years	Structural Warranty (Luminaire)	2 Years Control Gear Warranty
3 Years	Structural Warranty (Luminaire)	2 years Control Gear Warranty.
5 Years	Structural Warranty (Luminaire)	3 Years Control Gear Warranty.
7 Years	Structural Warranty (Luminaire)	5 Years Control Gear Warranty

- Premium Lighting ("we" or "us") has given each Purchaser who is a Consumer ("you") a warranty against defects in its Products.
- As a Consumer you should read the terms of the Warranty which you are entitled to. For the purpose of the Australian laws, we note:
 - Our contact details for the purpose of any claims made under the Warranty are:

Premium Lighting Pty Ltd
17 Niche Parade
Wangara WA 6065
08 9248 1888
sales@premiumlighting.com.au
 - Any claim under the Warranty must sent in writing to:

Warranty Claims
Premium Lighting Pty Ltd
17 Niche Parade
Wangara WA 6065
- If we accept your claim under the Warranty we will reimburse all your reasonable expenses in making and pursuing the claim, including the cost of reimbursement of any defective Products returned in the ordinary course to us at the address above by post or other agreed means. Any such claim must be made within 14 days of your receiving notice of our acceptance of your claim and include any necessary supporting documentation or invoices.
- As a Consumer you have rights under the Australian Consumer Laws and may have rights under other applicable laws which cannot be excluded, restricted or modified. Those rights are in addition to any rights you have under the Warranty.
- Our goods (which we refer to in the Warranty as the Products) come with guarantees that cannot be excluded under the Australian Consumer Laws. You are entitled to a replacement or a 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 if the goods fail to be acceptable quality and the failure does not amount to a major failure.
- All warranty claims are subject to manufacturer's review and acceptance.
- Premium Lighting warrants that it uses reasonable care and skill to ensure that its products are of reasonable quality. Premium Lighting will at its cost and in its sole discretion:
 - remedy any defect or fault in any product purchased; or
 - replace any product in respect of which there is a defect or fault, during the warranty period, provided that written notice is given by the Purchaser to Premium Lighting of any such defect or fault in the product as soon as the Purchaser becomes aware of that fault or defect. All warranty claims must be returned to Premium Lighting for assessment with a receipt or other proof of payment.
- Premium Lighting has no liability to remedy any defect in a product or replace a product where the defect or fault is caused or contributed to by
 - the failure of the Purchaser to install the product according to specific installation instructions supplied within each product box or carton; or
 - use of the product in a manner or for a purpose for which it was not designed.
- All site application or installation must reflect these procedures otherwise the product warranty will be considered void or will not take effect.
- Except as provided for in this warranty, and to the extent allowed by law, Premium Lighting's liability in respect of the product under the law of any State or Territory is excluded. Where liability may be limited but not excluded by any applicable State or Territory law, liability is limited to the full extent possible under that law.
- This Clause 9 will only apply in Australia to the extent to which the provisions of the Commonwealth Trade Practices Act 1974 (the "Act") apply to contracts entered into by Premium Lighting for the provision of goods and services. In all other countries the local equivalent Trade Practices legislation shall apply and Premium Lighting exercises all of its rights to limit its liability to the full extent allowed. Pursuant to section 68A of the Act, this Clause 10 applies in respect of the goods or services supplied by Premium Lighting which are not of the kind ordinarily acquired for personal, domestic, or household use or consumption, provided that this Clause 10 will apply if the Purchaser establishes that reliance on it would not be fair and reasonable. Liability for a breach of a condition or warranty implied by the Act is limited to any one of the following, as determined by Premium Lighting in its sole discretion:
 - the replacement of the goods or the supply of equivalent goods;
 - the repair of the goods;
 - the payment of the cost of replacing the goods or acquiring equivalent goods; or
 - the payment of the cost of having the goods repaired.

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In no event will Premium Lighting be liable to the Purchaser for any damages, including lost profits, lost savings or any other incidental or consequential damages arising out of the use or inability to use the product or any claim by any other party. All claims are limited to the repair or the replacement of the products only and do not include any labour or transportation charges. The entire risk as to the use and performance of the product is assumed by the Purchaser.

11. All claims are limited to the repair or the replacement of the products only and do not include any labour or transportation charges. The entire risk as to the use and performance of the product is assumed by the Purchaser.
12. Power tools shall not be used to tighten or assemble products. Any damage claim or product failure associated to this matter will be promptly dismissed or rejected.
13. All installations shall be performed in accordance with the local, state and country electrical code. Appropriate regulatory authorities should be consulted where required.

14. Premium Lighting products have been factory tested, documented in the catalogue and/or listed by governing safety bodies or public safety agencies to comply with rules and regulations in effect at the time of registration. Product must therefore be used within these parameters and selection must be exercised accordingly by consultants and lighting professionals to extend and preserve public safety during the installation and after.

15. All items must be properly grounded and all installations should be performed by a professional electrician and or a duly licensed contractor carrying proper liability insurance.
16. All information supplied by Premium Lighting's representatives shall be reflected in the catalogue or verified with Premium Lighting directly if it deviates from the primary intended use of a specific product or the product limitations.
17. All installation matters and failures related to installation matters will be the installer's responsibility And will remain so throughout the life of the product.

18. Lamp wattage and matching replacement parts must be respected throughout the product life.

19. There is no warranty offered on lamps other than the lamp manufacturer's warranty if any.

20. Premium Lighting accepts no responsibility for damage to any ancillary equipment or inconvenience caused by the failure of our products.

21. Premium Lighting reserves the right to alter fittings or specifications at any time.

22. The use of high pressure water cleaners, corrosive cleaning agents, and harsh abrasives, may damage the function and/or appearance of luminaires. The use of these types of cleaning methods may void warranty.

23. High voltage insulation tests (megger) will permanently damage driver electrical components and will void warranty.

Warranty Information

Product List



Our range of luminaires are distinguished by class-leading quality and stunning design. We back the design, build and manufacturing of each luminaire with an extended warranty. You can rest assured when choosing a Premium Lighting product that it will continue to perform for years to come.

Recessed Luminaires



Product Name	Warranty
 Titanium Downlight Series	7 Years
 Titanium Asymmetrical Downlight	7 Years
 Titanium Starlight	3 Years
 Titanium Slotter Series	5 Years
 Luna Pin Spot Downlight	5 Years
 Varano Slot Downlight	5 Years
 Diamond Starlight	3 Years
 Platinum Downlight Series	7 Years
 Platinum Commercial Series	7 Years
 Apex Downlight Series	5 Years
 Apex Adjustable Downlight	5 Years
 Ruby Downlight Series	5 Years
 Ruby Cabinet Light	3 Years
 Quartz Downlight	3 Years

Surface Mounted Luminaires



Product Name	Warranty
 Axis Surface Mounted Downlight	5 Years
 Titanium Surface Mounted Downlight	7 Years
 Apollo Ceiling Light	3 Years
 Halo Ceiling Light	3 Years
 Alpha Ceiling Light	3 Years
 Space Ceiling Light	3 Years
 Supalux Linear Light	3 Years
 Vega Outdoor Light	3 Years
 Kobalt Outdoor Light	3 Years

Track Lights



Product Name	Power
 Axis Track Light Series	5 Years
 Horizon Track Light Series	5 Years
 Kobe Track Light Series	5 Years
 Atom Track Light	5 Years

Warranty Information

Product List

Commercial



	Product Name	Warranty
	Quantum Downlight Series	5 Years
	Quantum Adjustable Downlight	5 Years
	Parallax Downlight Series	5 Years
	Parallax Adjustable Downlight	5 Years
	Genesis Slotter Light Series	5 Years
	Arc Shopfitter	3 Years
	Diamond Shopfitter	3 Years
	Athena Commercial Series	5 Years
	Zeron Commercial Series	5 Years
	Diamond Panel Light Series	5 Years
	Diamond Canopy Light	5 Years
	Diamond Highbay Series	5 Years
	Diamond Flood Light	5 Years
	Europa Street Light Series	5 Years
	Proteus Street Light Series	5 Years
	Iberia Street Light Series	5 Years
	Aveta Street Light Series	5 Years
	Diamond Street Light Series	5 Years

Feature



	Product Name	Warranty
	Eclipse Strip Light Series	3 Years
	Titanium Pendant Light	5 Years
	Unilux Pendant Light	3 Years
	Atlas Pendant Light	3 Years
	Midas Pendant Light	3 Years
	Beryl Table Lamp	2 Years
	Saturn Table Lamp	2 Years

Indoor Wall



	Product Name	Power
	Zen Wall Light	2 Years
	Codex Reading Wall Light	2 Years
	Tourmaline Wall Light	2 Years
	Sapphire Wall Light	3 Years
	Orbit Step Light	2 Years
	Zenith Step Light	2 Years
	Ovo Step Light	2 Years
	Azure Step Light	3 Years
	Topaz Step Light	2 Years

Warranty Information

Product List

Outdoor Wall



	Product Name	Warranty
	Onyx Spotlight Series	3 Years
	Onyx Wall Light	3 Years
	Edge Wall Light	3 Years
	Asteria Wall Light	3 Years
	Moonstone Wall Light	3 Years
	Astro Wall Light	3 Years
	Astro Steplight	3 Years
	Nova Wall Light	3 Years
	Madrid Wall Light	3 Years
	Minq Wall Light	3 Years
	Altair Wall Light	3 Years
	Bianco Wall Light	3 Years
	Marc Wall Light	3 Years
	Vespa Wall Light	3 Years
	Cosmo Wall Light	3 Years
	Zeus Wall Light	3 Years
	Cuadro Step Light	3 Years
	Sunstone Step Light	3 Years

Landscaping



	Product Name	Warranty
	Spectrum Spike Light	3 Years
	Emerald Spike Spotlight	3 Years
	Emerald Spotlight	3 Years
	Castell Bollard Light	3 Years
	Concord Bollard Light	3 Years
	Galaxy Bollard Light	3 Years
	Radius Pathway Light	3 Years
	Emerald Deck Light	3 Years
	Emerald Inground Uplight	3 Years
	Emerald Commercial Uplight	3 Years