

# Warranty Statement

Supplier name & details  
Withheld for clients

Lighting Factory

Dear Customers:

In order to improving our service in Australia market, [REDACTED] Lighting Factory (short name is [REDACTED]) hereby makes a statement of our quality and service warranty as below details.

## 1. About certification.

All lighting products will be made of SAA certificated electrical components, such as LED driver, power cable and bulb socket.

## 2. About warranty period

Two years warranty for all decorative lighting products, such as pendant lamp, ceiling lamp...

For commercial lighting products, such as down light, track light... Regular warranty is two years, but if required, 3 years or 5 years warranty may be also available for some products/options.

## 3. About refund or replace

For all items during warranty, any quality problem (not man-made or wrong use), [REDACTED] is willing to provide free component for replacement, if any problem can not be fixed, [REDACTED] will provide new products for replacement, and we will cover the cost.

For any problem out warranty period, [REDACTED] is also willing to help client with workable solution for client to solve it at local, or send new component for replacement ( this will be charged service, but only charge material cost and freight cost).

## 4. For custom made products

[REDACTED] can help client to finish solution and lighting product selection before order confirmed, but drawing will be payed service.

## 5. Installation

Please always send professional electrician/team for installation, if any problem caused by wrong handle during installation, no warranty will be given for that products, but [REDACTED] can help client to solve problem, only charge for material cost and freight cost if required.

[REDACTED] Lighting Factory  
20690058  
24<sup>th</sup> Nov 2023