

WARRANTY

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act. 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.

LIMITED PRODUCT & LAMP WARRANTY

Advanced Lighting Technologies New Zealand (ADLT) warrants to the original purchaser, with proof of purchase, its delivered products shall be free from defects in material and workmanship for the standard warranty period listed on the product's specification sheet (available from our website – adlt.co.nz) from date of shipment.

Contact ADLT for warranty information regarding any other products and services we offer.

EXTENDED PRODUCT WARRANTY

ADLT may offer an extended product warranty (in addition to the standard warranty listed on the product's specification sheet). All extended warranty offers will need to be assessed on a project-by-project basis and must be confirmed in writing. The available length of any extended warranty will depend on project specific details such as environmental conditions, hours of operation, intended use etc. ADLT, at its own discretion, may approve the extended warranty for no additional cost or charge an adder.

EXTENDED LAMP WARRANTY

ADLT's extended warranty covers lamps and ballasts purchased and installed together as a Uni-Form pulse start system. The installation must be operated under proper environmental conditions and in accordance with current New Zealand Standards. This warranty will be voided if conditions demonstrate abnormal use or stress, such as operating temperatures in excess of maximum rated temperatures, under/over voltage conditions, excessive switching cycles or operating hours, or improper lamp or ballast installation. The warranty will be voided if Venture® lamps are replaced with any other manufacturer's lamps. The entire warranty will be voided if ADLT ballasts are replaced with any other manufacturer's ballasts.

PRODUCT REPLACEMENT/LIABILITY LIMITS

ADLT will repair, or at its option, replace the defective product during the stated warranty period. This warranty applies only to the repair or replacement of the product and only when the product is properly handled, installed, and maintained according to ADLT instructions. This warranty excludes defects resulting from improper handling, storage, installation, power surges, improper power supply, electrical current fluctuations, acts of God, fire, vandalism, or civil disturbances. Purchaser must notify ADLT in writing within 14 days of noticing the defect. This warranty excludes field labour or service charges related to the repair or replacement of the product. ADLT reserves the right to change the warranty period without prior notice and without incurring obligation and expressly disclaims all warranties not stated in this limited warranty.

ADLT reserves the right to utilize new, reconditioned, refurbished, repaired, or remanufactured products or parts in the warranty repair or replacement process. Such products and parts will be comparable in function and performance to an original product or part, as determined by ADLT in its sole discretion, and warranted for the remainder of the original warranty period.

The foregoing warranty shall be the sole and exclusive remedy of the purchaser and ADLT's sole and exclusive

remedy to the purchaser. No warranty of fitness for any specific or particular purpose is made or is to be implied. No other warranty applies, ADLT will not, under any circumstances, whether because of breach of contract or warranty tort, or otherwise, be liable for any costs or damages, including lost profits or revenues, incidental, special or consequential damages.

ADLT reserves the right to examine all failed or defective products purchased. No distributor, salesperson, dealer, retailer, or other representative has the authority to change or modify this warranty, either orally or in writing, in any respect.

Any replacement or fixing of product under a warranty claim, fulfils our warranty obligation in full and there will be no additional warranty issued on replacement parts or fittings.

WARRANTY CLAIM PROCEDURE

Step 1) Advise ADLT of your claim using the contact methods listed below. Please provide evidence of the nature of your claim (this should include photos of the product, product labels, installation method etc). You'll also need to include transaction details such as the invoice number and purchase order number. Providing as much detail as possible will help to expedite your claim.

Step 2) Await our assessment of your claim. We'll notify you in writing of our decision.

Step 3) If accepted, we'll provide you with a Goods Returned Authority (GRA) document that needs to be completed and submitted. You'll then need to return the goods to our Tauranga office (unless advised otherwise in writing). Note: the purchaser is responsible for any expenses associated with a warranty claim.

Step 4) After receiving and inspecting the goods to our satisfaction, we'll either credit your account or forward replacement goods. You can read our Claims Policy & Procedure document in more detail by following this link.

- ADLT Terms and Conditions of Trading - <https://adlt.co.nz/terms-conditions/>
- ADLT Claims Policy and Procedure - <https://adlt.co.nz/claims-policy/>

RELATED DOCUMENTS / LINKS

WARRANTY CONTACT DETAILS

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