

# WARRANTY

## **The warranty obligations of Halcyon Lighting LTD are limited to the terms set forth below:**

- 1) The Halcyon limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, fire, improper packing and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature.
- 2) The Halcyon limited warranty does not cover any damage, deterioration or failure resulting from the incorrect installation or removal of this product.
- 3) The Halcyon limited warranty does not cover any unauthorised tampering with this product, any repairs attempted by anyone unauthorised by Halcyon Lighting LTD to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of this product.
- 4) Halcyon Lighting LTD reserves the right to reject excessive labour charge claims, labour charges for installations exceeding 1 year in age will not be covered.
- 5) Halcyon does not accept: a. Liability for consequential damage or any incidental expenses resulting from any incorrect installations, b. Claims for damage to building or any other consequential loss either directly or indirectly due to incorrect installations.

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**Cutting of holes prior to receiving goods is entirely at the risk of the installer.**

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- 6) As of 01/01/2017 the Halcyon limited warranty covers manufacturer defects in materials and workmanship in our product for 5 years from date of sale. Any product bought prior to 01/01/2017 was done so under the existing Halcyon 3 year warranty period and therefore the previous warranty period of 3 years is honoured.

## **Claims / Returns**

Goods remain the property of Halcyon Lighting LTD until paid in full.

## **Restocking Fee**

A restocking fee of 10% applies to any goods not returned within 30 days from the date of invoice.

## **Damaged Goods**

Any claims for damaged goods received must be within 7 days.

## **Credits**

Credits are applicable on goods within 4 months from date of invoice. Credits are issued at complete discretion of Halcyon Lighting LTD.