

PRODUCT WARRANTY

In this document:

“HEXA Lighting”, “we”, “us” means HEXA Lighting Pty Ltd (ABN 35 671 908 795); “you”, “homeowner”, “end user” means the purchaser and user of the goods; “supplier” means the authorised distributor or retailer who sold the goods in Australia; “goods” means HEXA Lighting-branded products purchased in Australia.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). 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 replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Periods and Coverage

HEXA Lighting warrants that the goods will be free from manufacturing defects for the relevant period below, from the date of purchase shown on your invoice from Hexa Lighting:

- Hexagon Luminaires - 7 years (residential) and 5 years (commercial).
- All other general lighting products and components - 7 years for residential and commercial use.

Where a valid warranty claim is accepted, HEXA Lighting will supply a replacement product for the failed item. If the original model is discontinued or unavailable, we will supply the closest suitable current equivalent. If no suitable replacement is available, the supplier may request a store credit. Replacement or substituted goods inherit the remaining balance of the original warranty period.

What this Warranty Requires

To remain eligible, goods must be installed and commissioned by a licensed electrician and used in accordance with the product's instructions, ratings, and Australian electrical standards. Keep your proof of purchase and, where installed, evidence of licensed installation (e.g., certificate of installation).

Making a Warranty Claim

- 1. Contact HEXA Lighting first.** Please email sales@hexalighting.com.au before sending any products back.
- 2. Submit the Warranty Claim Form.** You may be asked to complete our warranty claim form and provide proof of purchase, photos of the installation, and the licensed electrician's details.
- 3. Assessment.** The goods will be inspected and tested to confirm whether they exhibit a manufacturing defect within the warranty terms.
- 4. Outcome.** If accepted, HEXA Lighting will provide a replacement product as outlined above. If declined, the supplier will provide a written explanation; you may request return of the goods (you may be responsible for return freight).

Please note: removal, re-installation, and labour costs are not covered by this warranty. Costs you incur to make a claim (e.g., return shipping to the supplier) are your responsibility.

What Is Not Covered (Common Exclusions)

This warranty against manufacturer's defects is voided in any of the following situations:

- The goods are not installed by a licensed electrician, or are installed or operated contrary to instructions (including incorrect voltage, improper wiring, incompatible controls, or use outside the stated ratings).
- The goods are modified, misused, neglected, physically damaged, or used for a purpose for which they are not designed.
- Damage results from power surges or spikes, adverse environmental conditions (including operation outside specified ambient temperature or IP ratings), corrosion, vermin or insect infestation, or force majeure events.
- Flicker or performance issues occur due to input voltage or frequency, third-party dimmers, sensors, drivers, or any accessories or components outside the HEXA product range.
- The goods show normal wear and tear or cosmetic changes that do not affect performance.

We assume no liability for improper use, and we are not responsible for any incidental or consequential damage resulting from misuse of HEXA Lighting products.

We are not liable for any labour costs, removal costs, or re-installation costs associated with product failure.

This warranty constitutes the full and complete guarantee offered by HEXA Lighting Pty Ltd.

HEXA Lighting reserves the right, at its sole discretion, to update or amend the terms and conditions of this warranty policy at any time without prior notice.