



1. Terms of Warranty

- 1.1** Decorative Lighting Company Pty Ltd will warrant a product for a period of twelve (12) months from the date of purchase against product failure attributed to defects in manufacture of a product, failure of parts used in the process of manufacture of a product, or when an uncharacteristic fault arises after correct installation of the product has been determined. In the event of a warranty Decorative Lighting Company Pty Ltd will either, at the sole discretion of.
- Replace, or repair the equipment (or the entire product) free of charge.
 - Replace, or repair a faulty part of the failed equipment by a qualified technician free of charge
- 1.2** 1.1 will be subject to clause 1.4 and receiving the failed product back to Decorative Lighting Company Pty Ltd business office for inspection by an authorised third-party technician designated by Decorative Lighting Company Pty Ltd. Decorative Lighting Company Pty Ltd reserves the right to undertake this process of inspection prior to replacement of a product to the customer (*It is noted that technical inspection of failed products may take up to five (5) business days to undertake*). Thereafter contact with the customer will be made by phone and/or email regarding the decision of warranty. This decision may also include a technical report by Decorative Lighting Company Pty Ltd authorised technician to the customer.
- 1.3** In the event of lighting equipment or associated low volt product failing, product warranty does not extend to any cost associated with deinstallation, reinstallation, return freight, or downtime whilst the failure is under assessment. Additionally, any equipment hire cost such as a boom lift, or speciality labour such as an arborist are not covered by Decorative Lighting Company Pty Ltd product warranty.
- 1.4** Subject to the conditions of warranty set out in the clause 1.1 and 1.4 Decorative Lighting Company Pty Ltd warrants that if any defect in Decorative Lighting Company Pty Ltd installation workmanship becomes apparent and is reported within thirty (30) days of the date of delivery (time being of the essence) then Decorative Lighting Company Pty Ltd will either (at the Decorative Lighting Company Pty Ltd.'s sole discretion) replace equipment or remedy the workmanship free of charge. Thereafter the workmanship of failed product is at the customer's cost for labour and/or equipment to remove and reinstall.
- 1.5** The conditions applicable to the warranty given by clause 1.4 are:
- (a)** *the warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:*
- Failure on the part of the Customer to install and maintain products correctly; or
 - Failure on the part of the Customer to follow any instructions provided by Decorative Lighting Company Pty Ltd; or
 - Any use of products otherwise than for any application specified on instructional guide, product specification, email correspondence, a quote, or invoice guidelines; or
 - The continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent Customer, contractor, wholesaler; or
 - Vandalism; or
 - Damage to (or uncharacteristic movement of) the tree, building or structure on which the goods are installed; or
 - Vehicle collision or any outside agency striking the product; or
 - Uncertified 240volt electrical setup, unsuitable 240volt supply, or uncharacteristic power surge into the low volt equipment; or
 - Fair wear and tear, any accident or act of God.
- (b)** *The warranty shall cease and Decorative Lighting Company Pty Ltd shall thereafter in no circumstances be liable under the terms of the warranty if the workmanship is repaired, altered, or overhauled without Decorative Lighting Company Pty Ltd.'s consent.*
- (c)** *In respect of all claims Decorative Lighting Company Pty Ltd shall not be liable to compensate the Customer for any delay in either replacing or remedying the workmanship or in accurately assessing the Customer's claim.*
- (d)** *Full replacement applies on all light bulbs and/or LEDs failing on a light string. This warranty does not cover products with 20% or less of the total bulbs or LEDs not emitting light.*
- 1.6** The warranty on any product supplied by Decorative Lighting Company Pty Ltd is subject to the product being installed and operated in conditions compliant with the IP (International Protection) rating of the product. It is noted that Decorative Lighting Company Pty Ltd products have different IP ratings. The customer is responsible for ensuring each component is operated in conditions suitable to the rating of that product. Description on these rating in Fig 1 Page 2.
- 1.7** For Goods not manufactured by Decorative Lighting Company Pty Ltd, the warranty shall be the current warranty provided by the manufacturer of the Goods. Decorative Lighting Company Pty Ltd shall not be bound by, nor be responsible for any term, condition, representation, or warranty other than that which is given by the manufacturer of the Goods.
- 1.8** In the case of second-hand goods, the Customer acknowledges that they have had full opportunity to inspect the products before sale, and that they accept that no warranty, or limited warranty is given by Decorative Lighting Company Pty Ltd on products of this nature. As to the quality or suitability for any purpose and any implied warranty, statutory or otherwise, is expressly excluded. Decorative Lighting Company Pty Ltd shall not be responsible for any loss or damage to the products, or caused by the products, or any part thereof however arising.



"...illuminators of landscapes, structures, events & occasions with memorable ambiances using colourful led lighting..."

Fig 1. IP (International Protection) Ratings Chart

SOLID OBJECT

1	Protected against a solid object greater than 50mm such as a hand.
2	Protected against a solid object greater than 12.5mm such as a finger.
3	Protected against a solid object greater than 2.5mm such as a screwdriver.
4	Protected against a solid object greater than 1mm such as a wire.
5	Dust protected. Limited ingress of dust permitted. Will not interfere with operation of the equipment.
6	Dust tight. No ingress of dust.

MOISTURE

1	Protected against vertical falling drops of water. Limited ingress permitted.
2	Protected against vertical falling drops of water with enclosure tilted up to 15 degrees from the vertical. Limited ingress permitted.
3	Protected against sprays of water up to 60 degrees from the vertical. Limited ingress permitted.
4	Protected against water splashes from all directions. Limited ingress permitted.
5	Protected against jets of water. Limited ingress permitted.
6	Protected against powerful jets of water. Limited ingress permitted.
7	Watertight against the effects of immersion in water between 15cm and 1m for 30 minutes.
8	Watertight against the effects of immersion in water under pressure for long periods.