



tiger light Pty Ltd

ABN: 87 133 353 232
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TIGER LIGHT PTY LTD TERMS & CONDITIONS

Tiger Light Pty Ltd ABN: 87 133 353 232 (the Supplier) offers the following warranty to buyers whose name appears on a verified Tiger Light Pty Ltd invoice.

- Each officially branded and batch numbered product is guaranteed for 3 years of operation, by the manufacturer, from the date of purchase, as shown on the invoice verifying the purchase.
- Strictly 30 (thirty) days exchange policy applies. We do not offer refunds.
- If the product fails to perform as per manufacturers specifications and does not involve any of the conditions mentioned below, then it will be replaced, by an identical, or equivalent product by the manufacturer, with the space of three (3) months from the time the purchaser lodges an official, verified warranty claim form.
- Any LED products subject to a warranty claim must first be returned to Tiger Light P/L for inspection and verification of damage and brand authenticity before the claim may proceed, along with Tiger Returns Merchandise Authority (RMA).
- Liability for delay and damaged – No goods will be accepted for return unless the Applicant notifies the Company in writing within seven (7) days after the date of delivery.
- Freight and/or installation charges are additional unless otherwise specified.
- Insurance – Where the company is requested by the customer to arrange the delivery of goods via third party courier services, the customer may arrange insurance with Tiger Light Pty Ltd to cover any damage in transit of loss during the delivery of the goods. The cost of such cover will be 3% of the invoice value. Where the customer chooses not to take our insurance cover, the Company acts as agent only in arranging delivery. The company will therefore not be liable for any damage or loss during delivery where contracted courier services are engaged.
- Payment – for all non account holding customers, payment is required before the job is dispatched from the Company's premises. Please contact us to arrange a Tax Invoice if this is required to raise payment. Where payments over \$1,000.00 are made using credit card a surcharge of 3% will apply.
- Title of Goods – remain with Tiger Light Pty Ltd until all monies owing by the buyer are paid in full.

CONDITIONS OF THE WARRANTY

- The warranty applies to the effective operation of the products and its component parts, as per manufacturer's specifications.
- The warranty does not cover breakage by any means, damage due to environmental conditions, vandalism, and failure by the buyer to properly install the products as per the Suppliers instructions. Installation in unapproved, inappropriate light fittings or electrical faults of any kind at the place of installation.
- The Supplier is not responsible for the product's performance against the purchaser's requirements for reduction of energy consumption or environmental objectives including achievement of green house gas emission targets.
- The Supplier will not be held responsible by the purchaser, or subsequent user, for any damages (including liquidated damages of any kind) arising from the use, or effects of the usage of these products, under any circumstances.

PROCESS FOR CLAIMING AGAINST THE WARRANTY

- The purchaser must request an official Tiger Light P/L claim form. (No claim will be entertained or processed until this completed, official claim form is received by the Supplier and an RMA number has been issued).
- The claim form must be accompanied by a copy of the original purchase invoice showing date of purchase, quantity and batch number.

Payment of the Tiger P/L invoice for identified products by the purchaser signifies acceptance of the terms and conditions of this warranty. Warranty details can also be seen on our website www.tigerlight.com.au

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