

**If your product was installed by anyone other than a licensed electrician,  
you are not eligible to return, exchange or make a warranty claim.**

1. This policy applies to products purchased from TM Lighting Group Pty Ltd (ACN 601 746 347) ("TM Lighting Group")
2. Pursuant to your statutory rights under the Australian Consumer Law, Competition and Consumer Act 2010 (Cth), our returns policy is as set out below.
3. Products purchased via [www.tmlightinggroup.com.au](http://www.tmlightinggroup.com.au) must be returned in accordance with our online returns policy.

### **Change of Mind, Refund or Exchange**

Subject to the following terms and conditions, TM Lighting Group offers a full refund or exchange for change of mind purchases.

- Products must be returned to TM Lighting Group within 14 days from the date of purchase with proof of purchase (receipt or website order confirmation).
- Products must be in original condition and in its original packaging.
- Products that have been installed cannot be returned for a change of mind refund/exchange.
- Products which contain scratches, chips, dints or any other damage, will not be accepted for a change of mind refund/exchange.
- Any costs associated with returning the products to TM Lighting Group (i.e. postage) are to be borne by you.

### **Faulty Product/s**

If our products are faulty or damaged upon receipt by you, TM Lighting Group will offer a full refund or exchange in accordance with its obligations under the Australian Consumer Law, Competition and Consumer Act 2010 (Cth) ('the Act').

To the extent permitted by law, TM Lighting Group:

- limits its obligations and liability for the repair, replacement or refund of the purchase price of any products to its obligations under the Act;
- is not liable for any contingent, consequential or punitive damages arising in way whatsoever in relation to the use of any products; and
- is not liable for any claim, loss or expense incurred by any person resulting from the delivery, non-delivery or return of any products.

Faulty products must be returned to TM Lighting Group within 14 days from the date of purchase with proof of purchase (receipt or website order confirmation) in its original packaging.

Products returned as faulty must be accompanied by the contact details and licence number of the installing electrician.

Any costs associated with returning the products to TM Lighting Group (i.e. postage) are to be borne by you.

### **Warranty Policy**

TM Lighting Group Pty Ltd offers a 12 month warranty from purchase date on all products (excluding light sources) installed by a licensed electrician. Purchases are entitled to a replacement or refund for a major failure (as determined by TM Lighting Group Pty Ltd).

Any costs associated with a warranty claim (i.e. postage, installation or removal of products) are to be borne by you.

These warranties constitute the entire guarantee by TM Lighting Group. Except where otherwise provided by the Australian Consumer Law, all other obligations, warranties, both expressed and implied are excluded to the fullest extent allowed by law.

To make a warranty claim, please complete the included warranty claim form and email the claim form to [sales@tmlightinggroup.com.au](mailto:sales@tmlightinggroup.com.au)

For more information on making a warranty claim, please call (03) 9465 5773 or email [sales@tmlightinggroup.com.au](mailto:sales@tmlightinggroup.com.au)



# WARRANTY CLAIM FORM

SUBJECT TO TERMS & CONDITIONS

**If your product was installed by anyone other than a licensed electrician, you are not eligible to make a warranty claim.**

To process your warranty claim, we require you to provide us with the following documentation.

- Copy of Proof of Purchase receipt.
- Completed warranty claim form (please ensure the claim form is signed before submitting)
- Copy of electrician's invoice or certificate of compliance for the installation of our product.

|                         |               |
|-------------------------|---------------|
| <b>CUSTOMER DETAILS</b> |               |
| Name:                   | Company Name: |
| Address:                |               |
| Contact Number:         |               |
| Email:                  |               |

|                         |                                     |
|-------------------------|-------------------------------------|
| <b>PRODUCT DETAILS:</b> |                                     |
| Product Name:           | Product Code:                       |
| Product Colour:         | Date of Purchase:        /        / |

|                          |
|--------------------------|
| <b>DETAILS OF FAULT:</b> |
|                          |

By lodging this warranty claim form, you agree to our Warranty Terms and Conditions.

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

You can return a copy of this form, the product, along with any other documentation (i.e receipts, invoices) to:

33 Prime Street, Thomastown VIC 3074.

**TERMS & CONDITIONS:**

1. A warranty claim will only be considered by TM Lighting Group Pty Ltd if made within 1 year from the date of purchase and the product has been installed by a qualified electrician.
2. Our warranty does not cover problems arising from incorrect installation of our product. Where a defect is due to the installation of the product and not due to the workmanship of the product, the cost of the repairs is at the purchaser's expense and must be paid at the time of repair.
3. Any costs associated with a warranty claim (i.e. postage) are to be borne by you.