

LUMIO

WARRANTY STATEMENT

This gives you benefits that are additional to other rights and remedies that you may have pursuant to other laws relating to the Lumio Ceiling Fan products. Those laws include the Australian Consumer Law and the New Zealand Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Law. 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 repaired or warranty replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in this warranty is to be interpreted as excluding, restricting or modifying any law or statute applicable to the supply of Lumio products which cannot be excluded, restricted or modified by the Australian Consumer Law or the New Zealand Consumer Law (where applicable).

If you think your Lumio product is defective, you can choose to make a claim under:

1. The Australian Consumer Law in Australia;
2. The New Zealand Consumer Law in New Zealand; and/or
3. This warranty, as may be applicable.

Subject to the terms of this contractual warranty, if your Lumio products are defective, we will (at our election) repair or replace the Lumio products. Once we make this election (and take the relevant action), we will have honoured our obligations under this contractual warranty.

Our total liability under this warranty is limited to the cost of repair or replacement of the defective product (at our election). We otherwise exclude all liability in relation to the product to the fullest extent permitted by law (noting our comments above regarding the Australian Consumer Law and any other rights or remedies you may have).

Evolt warrants that it will remedy premature product failure and defects caused by faulty materials or workmanship in Lumio Ceiling Fan products as follows:

Product Type	Warranty	Remedy
Commercial use	1 MONTH (return to base)	Lumio products labelled ‘return to base’ are remedied at our own premises (or agent’s premises). This means that you are responsible for returning the Product to us for repair, replacement or refund, and collecting the Lumio product from us once it has been repaired or replaced. Lumio products labelled ‘in-home’ may be remedied at the site which the Lumio Product has been supplied or installed.
Domestic use ceiling fans (motor, light and DC remote control)	6 YEARS (including 4 Years in-home + 2 years return to base)	
Domestic use remote controls (sold separately)	3 YEARS (return to base)	

All warranty periods apply from date of purchase. Date of purchase means the date that you purchased the Lumio product from an Evolt authorised wholesaler or retailer, unless marked otherwise.

For this warranty to apply, you must:

- a. Have purchased the Lumio product from an authorised retailer in Australia or New Zealand;
- b. Follow the manufacturer’s instructions applicable to the Lumio products;
- c. Follow the Industry Standards for installation and usage applicable to the Lumio products (if any);
- d. Follow any other written or verbal instructions for installation, operation, care, repair and maintenance of the Lumio products. Those directions may be supplied with the Lumio products, printed on the labels, packaging or operation manuals, published on the Lumio website or otherwise published from time to time; and
- e. Follow the claims procedure for making a warranty claim as outlined in this document.

Within 7 days of any defect arising (or the day that you should have reasonably become aware of the defect), You must either return the defective goods to the point of sale for refund, or notify Lumio of the defect in writing through our claims processes:

What must be included in the warranty claim

- proof of purchase (if available)
- date and place of purchase
- the item number / code of the returned product
- the number of items claimed
- the reason for the claim and written description of the defect (including photographs where reasonably possible)
- any information provided by the customer
- your written assurance that the Lumio products have not been:
 - incorrectly assembled or installed;
 - incorrectly operated or used or maintained;
 - incorrectly repaired or modified;
 - exposed to abnormal conditions; or
 - damaged by you (due to negligence or otherwise)
- request for labour allowance rates (if applicable)

To lodge a warranty claim, please visit our website at www.lumiolighting.com.au

Alternatively you can make a claim directly via email at sales@lumio.com.au or telephone 1300 438 658.

Once we receive your warranty claim, we will contact you within 2 working days and confirm whether the Lumio product is ‘return to base’ or ‘onsite’.

This warranty does not apply to loss or damage caused by wear and tear, misuse, incorrect installation or operation, failure to clean and maintain, incorrect voltage or non-authorised electrical connections, adverse external conditions (such as power surges and dips, acts of God, exposure to heat, corrosion, insect or vermin infestation), use of non-authorised or defective parts or globes, or to items that have been repaired than by a person other than us or a repairer approved by us.