

Trade warranty

Fabricated steel products

Fabricated steel product warranty

Urban Lighting Group products come with a standard return to base warranty, which covers defects in workmanship and materials, subject to the terms and conditions below.

The warranty is offered to you by Urban Lighting Group Pty Ltd of 28 National Drive, Hallam VIC 3803. This warranty applies from date of invoice from Urban Lighting Group.

Definitions

In this warranty:

- **Australian Consumer Law** means the Australian consumer law set out in Schedule 2 to the Competition and Consumer Act 2010.
- **Products** mean the fabricated steel product or equipment, or electrical product that was purchased in Australia.
- **Company, manufacturer, we or us** means Urban Lighting Group Pty Ltd ABN: 74 638 077 684.
- **Supplier** means the authorized distributor, wholesaler or the contractor that sold you the Goods.
- **You or the customer** means you, the original end-user purchaser of the products.

Warranty period and details

Subject to the terms of this document, the company warrants to you that the Company will repair or replace the product without charge if the product fails due to any manufacturing defect during the term of the warranty.

The term of the warranty is 5 years from the date of invoice, except where noted below:

- Lighting poles, brackets and outreaches – 10 year structural warranty
- Hot dip galvanized coatings – 10 years
- Powdercoat finishes – 2 years (non-coastal environment)
- Wet spray paint finishes – 2 years (non-coastal environment)
- Miscellaneous accessories – 1 year

This warranty does not include third-party products supplied by the Company. These products are covered by the relevant manufacturer's warranty.

This warranty does not apply to products:

- which are electrical products not installed by a licensed electrical contractor;
- which have been subject to misuse, negligence or accidental damage;
- not operated, installed or maintained in accordance with operating or maintenance instructions;
- which have been modified in any way before or after installation.

The Company's liability for any defective goods will be limited to any of one of the following as determined by the Company and at its absolute discretion.

- Repair or replacement of any faulty or defective product.
- You bear the cost of dismantling and reinstallation.

Claims process

The customer claim process is as follows:

1. Claims may be made either by the end user or the wholesaler where the products were purchased from.
2. Customer must provide original proof of purchase from supplier.
3. The Company will examine any goods advised by the customer as being faulty and if the Company determines that they are faulty through no fault or misuse of the Customer, the Company will repair or replace the goods in accordance with this warranty. The Company will notify the Customer whether it accepts the returned product is faulty or defective within a reasonable time.

In the unlikely event that any rectification work is necessary, the Company reserves the right to authorise or undertake such rectification work at its sole discretion. Any repairs may be carried out on site or at the Company's premises, at its sole discretion.

Contact information for warranty claims and queries:

Contact Urban Lighting Group Customer Service

Address 28 National Drive, Hallam VIC 3803

Phone 1300 088 719

Fax 1300 090 250

Email sales@urbanlightinggroup.com.au

Important information

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

This Warranty is transferable to the End-User.