

Warranty Statement



IMPORTANT – Mandatory statement.

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 for 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.

A. Definitions

In this warranty

- Australian Consumer Law means the Australian consumer law set out in Schedule 2 to the Competition and Consumer Act 2010.
- Goods or Product means the klaylife™ product purchased in Australia.
- klaylife™ or Manufacturer or Our means Klay Life Pty Ltd (ABN 601796801)
- Authorized distributor means an individual or entity operating under a reselling agreement with klaylife™.
- Customer or You means you, the original end-user purchaser of the Goods.

B. Warranty Period and Exclusions

klaylife™ products are covered by a 12-month warranty against manufacturing faults and defects, provided that:

- The installation of the product is in accordance with the manufacturer's instructions, and the installer is suitably qualified.
- The product is not subjected to any unauthorized modifications.
- The product is only used for its designated purpose as a luminaire.
- The product is used in normal conditions and circumstances.
- Faults or defects arising out of misuse, abuse, accident or non-observance of the manufacturer's instructions by the user are specifically excluded.
- Minor variations in shape, size, colour, and finish relative to the handmade nature of manufacture, are specifically excluded.

C. Extent of the Warranty

- Where defects occur during the Warranty Period, klaylife™, at their discretion, will either repair or replace the goods without charge.
- This warranty does not cover expenses related to removal, replacement, and shipping to or from the return point.
- Any products replaced or parts replaced during repairs remain the property of klaylife™.
- Where products are replaced during the Warranty Period, the warranty on the replacement Goods will expire on the same date as the Warranty Period of the original Goods being replaced.

D. Commencement of Warranty

This warranty commences from the date of purchase from klaylife™ or their authorised distributor.

E. Warranty Claim Contact Information

The Return Point for the return of any goods may vary and the contact information for any warranty claims and queries must be directed to sales@klaylife.com

F. Warranty Claim Process

The customer claim process is as follows;

1. The customer can make a claim, or enquire about the claim process, by contacting the company as detailed above.
2. The customer must provide detailed information on the defect along with the Product Identification Number and proof of purchase from klaylife™ or an authorised distributor.
3. Before returning any goods to klaylife™ for a warranty claim, the customer must obtain a Return Authorisation number. This return authorisation is an administrative device and is not an acceptance of the warranty claim.
4. The customer then forwards the goods at their own expense to the Return Point. The goods must be suitably packed to prevent damage in transit and clearly marked with the Return Authorisation number.
5. Upon receipt of the goods klaylife™ will review the returned goods and the customer complaint.
6. If accepted as a valid warranty claim within the terms of this document, and the proof of purchase places the goods within the Warranty Period, klaylife™ will either make suitable repairs, or provide an equivalent replacement product.
7. If the claim is denied, the customer will be provided with a detailed report on the returned goods.
8. Where rectification of a non-warrantable defect is appropriate, klaylife™ will, upon request, provide an indicative fee for those repairs.
9. Upon completion of a claim or a repair order klaylife™ will reshipe the goods to the customer in line with the customer's instructions.

