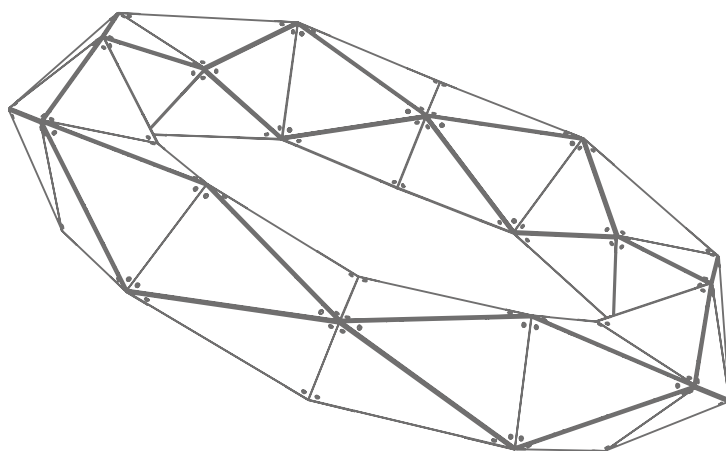


ILANEL



PRODUCT WARRANTY

PRODUCT WARRANTY

ILANEL

WARRANTY

All products are rigorously inspected before leaving our studio.

The warranty terms are accepted by the consumer upon order of goods either through our website, distributors or through a direct sale.

All of our products are covered by a 2 year commercial or 3 year residential warranty from date of invoice, (not installation) against any defective or faulty work, which will be repaired or replaced at ILANEL Design Studio's discretion however we will require the client to cover shipping enroute back for repair. However, keep your delivery receipt as we will reimburse the cost of shipping if a fault is found with the product.

All lamps are individually checked before dispatch to ensure correct functionality. ILANEL Design Studio is not responsible for any damage which occurs once lamps have left the studio, including during transport.

While lamps have an average lamp life indicated, this is not guaranteed. LED lamps come with a 2 year replacement warranty. Incandescent lamps: no warranty – no manufacturer warrants filament lamps.

Fixtures are labeled clearly with the maximum allowable wattage therefore responsibility of purchaser / end client to ensure correct lamps & wattages are compliant. Please note: use of higher wattage bulbs than indicated will forfeit warranty.

Warranty does not cover:

1. Products contaminated or altered by a third party without prior written consent from ILANEL Design Studio.
2. Goods are not used as intended
3. Damage caused by improper cleaning solutions or methods.
4. Damage caused by improper installation or assembly by customer or customer's agent.
5. Damage caused by improper use of light bulbs including incorrect wattage or installation.
6. Damage caused by exposure to weather, improper environment or positioning
7. Changes in appearance of hand applied finishes or unlacquered finishes.
*Please note some finishes are designed to age in appearance
8. Any costs of installation, removal, or re-installation.
9. Restoration, repair work & any parts purchased separately from supplied light fixtures.
10. Product installed by an unqualified person.
11. Defects caused by normal wear and tear, accident, negligence, alteration or misuse.

12. Any costs associated with servicing product.
13. Claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of the use, assembly, installation or a breach of this warranty either written or implied.

Repair and/or replacement timing will be subject to production schedules, and clients will be advised of timing. - If you believe any product to be faulty or defective, please contact us immediately.

ILANEL Design Studio must be notified of a potential warranty claim in writing and then agree to acceptance prior to the warranty claim being addressed.

Please note proof of purchase is essential.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

DAMAGES

All products are rigorously inspected before leaving our studio. We are not responsible for the following:

- Damage caused by improper installation or assembly by the customer or customer's agent.
- Damage caused by improper cleaning solutions or methods.
- Damage caused to our fixtures, parts of our fixtures, or shades, by the improper use and installation of light bulbs.
- Damage caused by exposure to weather or improper environment or positioning
- Changes in the appearance of hand rubbed finishes or unlacquered finishes - these are meant to age in appearance.
- any costs of installation, removal or reinstallation; restoration or repair work; or any parts purchased separately from our light fixtures.

Insurance claims will require photographic evidence to prove a claim.

All packaging must be retained to process an insurance claim.

MATERIAL VARIATION

Due to the handcrafted and individually finished nature of our pieces, slight variations in appearance are to be expected. This will include colour, form and finish of the final product, including materials (brass, copper, steel, aluminium, timber, ceramic, glass, plastic, rubber etc) and processes (bronzing/patination, anodising, painting, sandblasting, enameling, powder coating, lacquering, glazing etc). - Slight variations in appearance are a feature of hand made artisan craft and will not be accepted as a fault or reason for return.

Some finishes will change over time, these include unlacquered copper, brass and bronze patination. - Colours and finishes as viewed on digital and printed sources are representative only and may not appear identical to final products.

REFUNDS AND RETURNS

If for any reason you are not completely satisfied with your purchase, please contact us via telephone or email so we may resolve your issues.

Please choose carefully, we do not normally give refunds if you simply change your mind or make a wrong decision.

In extreme circumstances we may accept the return of a stock item. A restocking fee of 30% will apply.

Any request for returns must be made within 7 days of receipt of goods. - Goods will only be accepted for return if they are in the same condition as they were upon despatch

There is no refund or return possible on custom designed items (including custom colours and configurations or non-standard specified items), unless the items are completely different to the contract of sale.

Refunds and returns do not apply to goods which:

- have been installed, used, or damaged after delivery
- if any attempt has been made to alter the product,
- if they have been dropped or broken.

All products must be returned in their original condition.

All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via registered post and that you prepay all postage. You assume any risk of lost, theft or damaged goods during transit and therefore advise you take out shipment registration of insurance with your postal carrier. ILANEL Design Studio will not be responsible for parcels lost or damaged in transit if you choose not to insure.