Advanced Lighting Technologies (NZ) Ltd

8 Boeing Place Mt Maunganui 3116

Luminaire Warranty & Claims Policy

Updated November 2025

1. Warranty Coverage

ADLT NZ Ltd warrants that all luminaires supplied are free from defects in materials and workmanship under normal use and service for the period stated in the original product documentation (the Warranty Term).

This warranty is subject to the following conditions:

- Warranty applies only to the original purchaser of the luminaire.
- Warranty is non-transferable unless agreed in writing by ADLT NZ Ltd.
- The luminaire must be installed, operated, and maintained in accordance with ADLT NZ Ltd instructions and applicable standards.
- The use of flat TPS (Thermoplastic Sheathed) cable for exterior luminaire installation will void this warranty. Flat TPS is not suitable for external or long-term luminaire connections, as it increases the risk of moisture ingress, insulation failure, and non-compliance with AS/NZS standards.
- Only appropriately rated circular cable or other approved wiring methods may be used.

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2. Warranty Terms

Standard Warranty

- The warranty term is as per the original product specification (typically 5–10 years, depending on luminaire type).

Scope of Warranty

- ADLT NZ Ltd reserves the right, at its sole discretion, to determine whether a luminaire will be repaired, replaced, or otherwise remedied.
- Warranty obligations are limited to repair or replacement of the luminaire or its components, as described in Section 3.

Exclusions

This warranty does not cover:

- Damage due to improper installation, misuse, negligence, or unauthorised repair.
- Normal wear and tear, including cosmetic deterioration.
- Ancillary equipment or components not supplied by ADLT NZ Ltd.
- Costs associated with site labour, equipment hire, or access (unless agreed in writing).

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3. Warranty Procedures

A. Luminaires Less Than 5 Years Old *(with current luminaire generation still available)*

- Products must be returned by the customer with the attached GRA (Goods Return Authority) to 8 Boeing Place, Mount Maunganui 3116 ADLT NZ Ltd. Our back to base warranty provides evaluation, testing, and repair or replacement.
- If repair is possible, the repaired luminaire will be returned with the balance of the original warranty term.
- If repair is not possible, a replacement luminaire will be supplied at no charge with the balance of the original warranty term.

B. Luminaires Greater Than 5 Years Old

First Option – Component Replacement

- If replacement drivers or other components are available, these will be supplied to attempt repair as per our standard back to base warranty terms.

Second Option – Replacement Luminaire

- If components are unavailable, or if a component replacement does not resolve the fault, ADLT NZ Ltd will offer the latest technology and current-generation equivalent luminaire under the following conditions:
- The replacement luminaire(s) will be supplied with a full new Warranty.
- The luminaire will be charged at standard pricing **less a discount of 10% for each full year remaining on the original warranty term**.

  Example: If 3 years remain on a 10-year warranty, the customer receives a 30% discount on the replacement luminaire.

4. Claims Policy and Procedure

If your claim is successful, ADLT NZ Ltd may, at its sole discretion:

- Grant a credit for the price of the goods (less any restocking/handling fee).
- Provide replacement goods.
- Repair and return the goods.

Step 1: Lodging a Claim

Claims must be lodged in writing as follows:

- **Breakage or non-compliance with order** – claim within 7 days of receipt of goods.
- **Manufacturing defect** – claim within the product's warranty period.

All claims must be emailed to: **sales@adlt.co.nz** and include:

- Purchase order number.
- Invoice number / dispatch docket number.
- Description of goods ordered.
- Reason for claim (e.g., non-compliance or defect).
- Photos where possible.
- Preferred resolution (repair, credit, replacement).

Step 2: Claim Assessment

- ADLT NZ Ltd may request access to inspect goods at the customer's premises.
- ADLT NZ Ltd will confirm in writing whether the claim is accepted or denied, and the form of remedy (repair, replacement, or credit).
- A questionnaire may be required to assist with technical assessment.
- If return is required, a **Goods Return Authority (GRA)** will be issued.

Step 3: Returning Goods

- The customer shall be responsible for all costs incurred in returning any items to **ADLT NZ Ltd, 8 Boeing Place, Mount Maunganui, 3116** (unless otherwise advised).
- Shipping documents must quote the GRA and include the completed claim form.
- Goods returned without an approved GRA will not be accepted, and the claim will be rejected.

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5. Limitation of Liability

To the fullest extent permitted by law:

- Advanced Lighting Technologies (NZ) Ltd shall not be liable for consequential, incidental, or indirect damages, including but not limited to loss of profit, downtime, or labour costs associated with removal/reinstallation.
- Advanced Lighting Technologies (NZ) Ltd maximum liability under this warranty is limited to the purchase price of the product.

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6. Contact & Support

Advanced Lighting Technologies (NZ) Ltd – Warranty & Claims Support

8 Boeing Place Mt Maunganui 3116

Email: techsupport@adlt.co.nz

Phone: 0800 788 369