

Portland

Warranty Statement

1. Scope of Warranty

This warranty covers manufacturing defects in materials or workmanship when the product is installed and operated under normal conditions. At Contessa Lighting's discretion, warranty service may be provided by:

- Repair,
- Replacement of parts or individual sections, or
- Replacement of the complete fitting.

All install's, repairs or replacements must be completed by a licensed electrical contractor.

Contessa Lighting utilises recognised, reputable brands of LED modules, drivers and componentry to minimise the likelihood of faults; however, components remain subject to their respective manufacturer warranties.

2. Exclusions

This warranty does not cover:

- Installation, de-installation, site labour, access equipment, freight, or any associated costs unless agreed to in writing by Contessa Lighting prior to works being undertaken.
- Damage caused by incorrect installation, improper handling, modification, misuse, rough site conditions, or failure to follow Contessa Lighting installation instructions.
- Damage resulting from power supply issues, electrical surges, incorrect driver selection, incorrect wiring, exceeding recommended run lengths, use of non-approved control systems.
- Damage to fabrics like water or scotch guard or equivalent products.
- Use of non-Contessa supplied or non-approved LED drivers, power supplies, connectors, or control equipment.
- Water or dust ingress in installations where the selected product is not IP-rated for the environment.
- Changes in LED colour, lumen depreciation, or slight differences in finish or specification due to ongoing advancements in LED technology (industry standard).

3. Operating Conditions

Warranty is valid only when the product is installed and operated in accordance with:

- The ambient temperature and environmental limits specified for the product;
- The nominated electrical and control systems (e.g., Casambi, DALI, 1-10V);
- Maximum cable lengths and voltage drop requirements;
- Correct driver compatibility and placement;
- Contessa Lighting's installation guidelines and relevant Australian Standards.

Any site modifications, field alterations, or on-site cutting or adjusting of the product without written approval will void the warranty.

4. Consumables

Items considered consumables—such as diffusers, acrylic lenses, silicone components, joiners or any soft materials—carry a 12-month warranty unless stated otherwise.

5. Replacement Lead Times

Where replacement parts or fittings are approved under warranty, they will be supplied within standard manufacturing or procurement lead times. Contessa Lighting is not liable for project delays resulting from these lead times.

6. Warranty Claim Procedure

To lodge a claim:

1. Claims must be made through the invoiced purchaser.
2. Documentation must be supplied confirming that the product is within the applicable warranty period.
3. Details of the electrical contractor who performed the original installation must be provided.
4. Contessa Lighting may request site photos, installation records, wiring diagrams, and testing reports to assess the claim.
5. No warranty work, repairs, or on-site visits may proceed without written authorisation from Contessa Lighting.

7. General Conditions

- Replacement products or parts may vary slightly due to changes in LED technology or material availability.
- The warranty is non-transferable and applies only to the original purchaser and installation site.
- Contessa Lighting reserves the right to assess whether a fault is due to manufacturing, installation, or site conditions before authorising warranty works.
- Warranty does not apply to damage caused by acts of nature, vandalism, or events beyond Contessa Lighting's control.

PROJECT DETAILS

Project Name:

Installation Address:

Installed By:

Licence #:

Builder:

Contessa Lighting Contact: admin@contessalighting.com.au

WARRANTY PERIOD

(Office Use Only)

The Portland Pendant Light(s) supplied on Contessa Invoice;

INV-

Are warranted for a period of;

- ☐ One (1) Year from Invoice Date*
(One year is the standard warranty period for this item and is included in the purchase price - only applies to the electrics)

SIGNED:

REP: