

SAL Commercial Warranty – We Have You Covered

We accept the stewardship of quality and compliance that the membership demands as a qualified member of Lighting Council Australia. We invest significantly in both local and international engineering and design resources to ensure our products are compliant with all mandatory standards.

To comply with Australian Standards, "warranty" is not merely about offering a "number," but understanding that the product has been designed and manufactured by a company that:

- **Established Presence:** SAL has served the Australian Lighting market since 1998. Always question warranties offered longer than the business has existed; it is all about confidence in your supplier!
- **Responsible Supplier:** We are identifiable as a Responsible Supplier under the mandatory Queensland Government Electrical Equipment Safety System (www.erac.gov.au) – it is all about your safety!
- **Compliance Mark:** We distribute products clearly marked with the mandatory RCM mark, which must include the product model and/or brand name. This mark declares that the product is COMPLIANT with all relevant Australian Safety and EMC electrical standards. The manufacturer has all associated test reports to validate the compliance, and where requested, they can provide an SDOC – a Suppliers Declaration of Conformity – it is all about responsibility!

Making a Warranty Claim

When a SAL Commercial product does not meet your performance expectations and a warranty claim is requested, please follow these three easy steps:

Step #1:

Within 30 days of discovering the fault, please contact the original place of purchase during standard (local) business hours with the following information:

- (a) Proof of purchase
- (b) Description and quantity of the claimed fault
- (c) Address of installation
- (d) Operating hours of the product

Step #2:

The original place of purchase is responsible for reporting the matter to SAL after-sales:

- **NSW | ACT | WA**
SAL Commercial Pty Ltd
40 Biloela Street, Villawood NSW 2163
P # 02 8717 4320
- **QLD**
SAL Commercial Pty Ltd
36 Richlands Place, QLD 4077
P # 07 3879 5999
- **VIC | TAS**
SAL Commercial Pty Ltd
46-48 Keys Road, Moorabbin, Victoria 3189
P # 02 8717 4320
- **SA | NT**
SAL Commercial Pty Ltd
79 Frederick St, Welland, South Australia 5007

Step #3:

Upon review of your claim, if the product is required to be returned to SAL Commercial for technical evaluation, the product must be returned at the owner's expense as per the locations above. The claim will be validated, resulting in the product being repaired or replaced with the same or best equivalent product at SAL Commercial's discretion, or rejected if the fault is beyond the warranty obligations. Consideration of installation, product removal, return freight, and/or testing fees are not the responsibility of SAL Commercial.

Note: In accordance with SAL Commercial's terms and conditions of sale, the authorized region of sale and warranty is Australia.

The benefits provided by this warranty are in addition to other rights and remedies you have under law. 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 they fail to be of acceptable quality and the failure does not amount to a major failure.

Issue: July 2025