

Warranty Terms and Conditions

The Halcyon Limited Warranty covers manufacturer defects in materials and workmanship for a period of **five years** from the date of sale. The warranty obligations of **Halcyon Lighting Ltd** are defined as follows:

1. Coverage Limitations

The Halcyon Limited Warranty does **not** cover damage, deterioration, or malfunction resulting from:

- Alteration, modification, improper maintenance and/or unreasonable use.
- Lightning, power surges, or other acts of nature.
- Misuse, abuse, accident, neglect, fire, or improper packing and shipping (such claims must be directed to the carrier).

2. Installation and Removal

Cutting holes before receiving goods is entirely at the installer's risk.

The warranty does **not** apply to damage, deterioration, or failure caused by incorrect installation or removal of the product.

3. Unauthorised Modification and Repairs

The warranty is voided in cases of:

- Unauthorised modification or tampering with the product.
- Incorrect repairs attempted by individuals or entities not authorised by Halcyon Lighting Ltd.
- Any cause unrelated to defects in materials or workmanship of product.

4. Labour Charges

- Any labour charges for warranty resolution must receive prior written approval from Halcyon Lighting Ltd before any work is commenced. Any invoices submitted without prior approval of the works will not be accepted.
- Halcyon Lighting Ltd reserves the right to decline quotations it determines to be excessive or unreasonable.
- Labour charges for installations completed more than **one year** prior to the date of claim are not covered under this warranty.

5. Liability Exclusions

Halcyon Lighting Ltd does not accept liability for:

- Consequential damage or incidental expenses arising from incorrect installation.
- Claims for building damage or any consequential losses directly or indirectly caused by incorrect installation.

Claims and Returns

Goods remain the property of Halcyon Lighting Ltd until paid in full.

Return Authorisation

A Return Authorisation Form must be obtained before returning any goods. Authorisation / Acceptance of returns is at the discretion of Halcyon Lighting Ltd. Halcyon Lighting Ltd will not accept unauthorised returns.

Credit Policy

Credits are applicable only for goods returned within **6 months** of the invoice date and are issued at the sole discretion of Halcyon Lighting Ltd.

Restocking Fee

No restocking fee is applied to authorised returns within 30 days after the invoice date. A **10% restocking fee** applies to any authorised goods returned more than **30 days** after the invoice date. A **20% restocking fee** applies to any authorised goods returned more than **6 months** after the invoice date.

Indent / Custom Product

Indent and custom product is non-returnable.

Damaged Goods

Claims for damaged goods must be submitted within **7 days** of receipt.

HALCYON

Halcyon Lighting Ltd is a **wholesale distributor** and does not sell directly to the public. For assistance with lighting plans, pricing, or product availability, please contact an electrician or a lighting retailer. For trade professionals, please contact your preferred electrical wholesaler.

To locate your nearest Halcyon stockist, visit us online at: halcyon.co.nz

Product Specifications

Halcyon Lighting Ltd has taken all reasonable care to ensure the accuracy of the specifications listed in this catalogue. However, we reserve the right to modify product specifications without prior notice.



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