

Product Warranty Policy

EFS-WAR-001-Warranty Policy 2022

EFSA - Emergency Fleet Safety Australia Product Warranty Policy. 2022.

All L.E.D. products purchased from EFSA - (Emergency Fleet Safety Australia) come with a minimum 12 Month Australian Warranty. Under this warranty cover, EFSA WILL REPAIR OR REPLACE any product that is found to be faulty or defective as in standard operating conditions. General wear and tear are not covered by any warranty.

Should a product become superseded by a newer model, or discontinued as part of our range during your warranty covered period, we reserve the right to upgrade or substitute your product with an equivalent product as long as it provides the same or similar functionality as your original purchase.

AUSTRALIAN WARRANTY

EFSA warrants that all products described in its current catalogue will, under normal use and service be free of failures in material and workmanship for a period of one (1) year (unless this period has been extended as indicated elsewhere) from the date of the original purchase by the consumer as marked on the invoice. This warranty does not cover ordinary wear and tear, abuse, alteration of products or damage caused by the consumer.

To make a warranty claim the consumer must deliver the product at their cost to the original place of purchase where the product was bought in order that a warranty assessment may be performed.

The consumer must also deliver the original invoice evidencing the date and place of purchase together with an explanation in writing as to the nature of the claim.

In the event that the claim is determined to be for a minor failure of the product then EFSA reserves the right to repair or replace it at its discretion.

In the event that a major failure is determined the consumer will be entitled to a replacement.

This warranty is in addition to any other rights or remedies that the consumer may have under State or Federal legislation within Australia.

EFSA - Product warranty does not cover any Installation.

Product Warranty Policy

EFS-WAR-001-Warranty Policy 2022

EFSA – Emergency Fleet Safety Australia Cancellations, Returns & Refund Policy.

Any product purchased from EFSA whether **ONLINE** or **IN-STORE** is **NON-REFUNDABLE** unless the product is faulty or wrongly described. It is the customers responsibility to conduct their own product research before making a purchase.

If you require additional information on our products and services, please contact our friendly team before making a purchase.

Please note that "**Consumer Guarantees**" **DO NOT apply** if you -

- simply change your mind, decide that you do not like the purchase or have no use for it
- discover you can buy the goods or services more cheaply elsewhere
- have damaged the goods by using them in a way that was unreasonable
- unable to install or find an installer who can install the products correctly
- someone else decided to buy a product from elsewhere
- determined that the product no longer suits your application

INCORRECT ITEM SUPPLIED.

If an incorrect item has been received, we will rectify the problem by providing you with the correct item once the incorrect item has been returned to EFSA.

The return postage of the incorrect item to EFSA and the replaced correct item will be paid for by EFSA to the Customer.

Product Warranty Policy

EFS-WAR-001-Warranty Policy 2022

Any postage costs paid by the customer to return the incorrect product to EFSA will be reimbursed in full, after first obtaining approval from EFSA to return the item.

Receiving the incorrect item does not qualify you for a refund or an order cancellation unless we are unable to remedy the situation with the correct item.

APPROVED RETURNS

Under special circumstances and at the discretion of EFSA, a return of product(s) may be approved **within 14 days** of date of purchase.

(except in the case of a wrongly supplied item) All approved returns will incur a **25% restocking fee** of the original purchase price excluding postage.

Any postage fees paid at the time of purchase, will be forfeit and the customer is responsible for the return postage fee.

A refund or store credit will then be issued to the customer **within 14 days** of finalising a return.

RETURN ADDRESS – Please contact the friendly team at EFSA.

For issues related to product warranty, please refer to our Product Warranty Guide.