

# Guarantee & Warranty Terms and Condition

3Years Manufactures warranty

## 1. Our Warranty to You

As a consumer of HOLLAND SOLUTIONS Limited products, HOLLAND SOLUTIONS Limited offers you all of the warranties extended to you under the Consumer Guarantees Act 1993 or HOLLAND SOLUTIONS Limited offers you the warranties as described in a contract or sales agreement.

In particular, HOLLAND SOLUTIONS Limited warrants that all HOLLAND SOLUTIONS Limited products:

- Are free from defects in materials and workmanship and conform to HOLLAND SOLUTIONS Limited applicable specifications for that product.
- Are of acceptable quality for their type and use are fit for the purpose for which they are designed, and they comply with our description and specifications for them.
- Comply with any sample of the same product we have given you.
- It is your responsibility to ensure that each item ordered is fit for the purpose that you intend to use the product. This must be done prior to your order being made. This includes making sure the product is the right size, colour (CCT & CRI), voltage, IP rating etc.
- Our manufacture warranty is for a period of **three** years from the date of your purchase or stated other wise in our quote, sales or contract agreement to you. (Please be-aware that warrantee period also start when HSL has your products in storage on the date that normally the products would be delivered after delivery by HSL meaning storage time is NOT excluded from warrantee period). (Please be-aware that warrantee period can be different for individual products being used in same project)

## 2. How to Get Warranty Service

To get warranty service from us you will need to:

- Provide us with written evidence of purchase.
- Return the product to us for inspection at the buyer's expense.

## 3. Our Obligation to You

Our obligation to you in relation to our warranty is at our option to either:

- Repair the product for you if repair is possible; or
- Replace the product with one of identical specification; or
- Refund the purchase price to you.

## 4. Exclusions from Our Warranty

HOLLAND SOLUTIONS Limited products are designed with specific protection features for optimum consumer safety and to ensure that our products perform as well as possible.

Our products must remain fully accessible at all times in order to be able to be retrieved for warranty claims, repair, or maintenance.

Our warranty will not apply when:

- A power supply which is not a HOLLAND SOLUTIONS Limited certified power supply is used.
- LED rigid board modules are mechanically stressed by bending or shaping beyond the format as supplied, or if the actual LED is subject to unreasonable pressure.
- LED products are not installed by properly qualified installers in accordance with the Applicable New Zealand Electrical Safety Standards and Regulations.
- Correct electrical polarity is not observed.
- LED modules are not cut or divided at the specified cutting marks (marked by a line and/or scissor symbol).
- Products which are installed in an environment which may cause corrosion or moisture or water damage are not properly protected against such environmental risks.
- Solder and metal parts are not sufficiently lacquered (when installed in a corrosive environment).
- LED modules and accessories are not sufficiently well ventilated.
- Wrong dimmer is been used for dimmable lamps and tubes for example. HOLLAND SOLUTIONS Limited can ask you to provide dimmer or dimmer specification when in doubt of dimmer product used.
- HOLLAND SOLUTIONS Limited individual specifications for the product you have purchased are not followed.
- Heat sink been covert with any kind of coverage like insulation, plastic tubes, tape of any kind, colour gel's, etc. Please always be sure that aluminium heat sink is free and well ventilated.
- Precautions from "Important Safety Information" on the reverse of this document, the products them self's or packaging have not been followed or told by HSL.

**Please carefully read the important safety information (if not provided, please contact HSL for more information or data) on the products and packaging or specified in this document or other documents supplied.**

## 5. Refunds

All refunds are at our discretion and every situation will be looked at separately. Some of our items are non-refundable so be sure that you know what you are buying.

We will **not** "normally" refund if you change your mind after purchase.

If we do refund an item, we will not pay return postage on returned items.

## 6. Returns

Most products are tested before shipping. If you are unfortunate to receive a faulty or damaged product, please contact us and tell us exactly what is wrong. We will be happy to send a replacement product free of charge; however we will require that the faulty item be sent back at the buyer's expense. Shipping and handling will be at the buyer's expense or stated otherwise in our quote, sales or contract agreement to you.

## 7. How to contact

How to contact HOLLAND SOLUTIONS Limited?

Please contact us by **phone**: +64 (0) 4 383 5102, **Email**:  
Info@hollandsolutions.co.nz



HOLLAND SOLUTIONS Limited  
LED LIGHTING/GROWING SOLUTIONS

