

Warranty

Thank you for your interest in the products and services of GEM Lighting Limited.

This Limited Warranty applies to physical goods, and only for physical goods, purchased from GEM Lighting Limited (the "Physical Goods").

What does this limited warranty cover?

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

During the Warranty Period, GEM Lighting Limited will replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use.

This Limited Warranty is transferable.

What will we do to correct problems?

GEM Lighting Limited will replace the Product at no charge.

How long does the coverage last?

The Warranty Period for Physical Goods purchased from GEM Lighting Limited is 2 Years from the date of purchase.

A replacement Physical Good or part assumes the remaining warranty of the original Physical Good or 2 Years from the date of replacement, whichever is longer.

What does this limited warranty not cover?

This Limited Warranty does not cover any problem that is caused by:

- Conditions, malfunctions or damage not resulting from defects in material or workmanship
- Conditions, malfunctions or damage resulting from negligence, improper installation or modification- Damaged or destroyed by natural causes including but not limited to lightning, flood, or other natural disaster- Theft or loss of the Physical Goods GEM Lighting Limited will pay for shipping charges.

GEM Lighting Limited shall assume all risk of loss or damage to the Physical Good while in transit to us.

What do you have to do?

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution for you.

Deliver the Physical Goods, in either its original packaging or packaging providing an equal degree of protection, including any accessories or documents that shipped with the Physical Goods to the address specified by GEM Lighting Limited.

You can contact us by any of the following contact methods:

- By phone number: +64 21 064 4412 - By email: info@gemlighting.co.nz