

Warranty

STANDARD THREE-YEAR WARRANTY

Astro are committed to delivering high quality products. Their rigorous engineering and extensive testing drives them to achieve the highest possible standards. As a result of this, they are able to offer a three-year warranty from the date of purchase on all Astro products as standard. This warrants Astro product(s) to be free from any manufacturing defects.

All Astro exterior products are covered by the three-year warranty, however, certain products are not suitable for installation within five miles of the coast or onerous environments. Please search the Astro Coastal range of products which are suitable for coastal locations.

The customer is entitled to free repair or replacement if the product is deemed to be faulty due to any manufacturing defects in design, material or workmanship within the warranty period upon proof of purchase, when:

- The product defect is reported within two months of its discovery;
- Astro is notified in writing of the claimed defects;
- The product defect is acknowledged as such by Astro as a result of faulty design, materials or workmanship of Astro;
- The Goods or parts thereof claimed to be defective are returned to Astro at the risk of the Customer but at the expense of Astro.

Astro shall not be liable for the failure of any Goods to comply with the warranty set in any of the following events:

- The defect arises because the Customer failed to follow Astro's oral or written instructions as to the storage, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
- The defect arises because of damage caused during installation;
- The defect arises as a result of using spare parts or materials which are not provided by Astro;
- The Customer alters or repairs such Goods without the written consent of Astro;
- The defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions;
- The Goods differ from their description as a result of changes made by Astro to ensure they comply with applicable statutory or regulatory requirements;
- The warranty shall not apply to any bulbs, drivers or components supplied by third parties that are incorporated in the Goods;
- Electrical systems in use do not comply with current sector regulations;
- Damage caused by accidents or for reasons of an Act of God, such as: lightning, floods, fires, or impact of environmental, climatic or any other conditions on the product;
- Damage caused by transport;
- Astro shall not be liable for damages that may be suffered, directly or indirectly, by individuals, animals and property as a result of not following the instructions or regulations applicable to the installation, use and maintenance of the product.
- The warranty excludes lamps and control gear that fail within expected lifetime margin.
- If Astro Lighting is unable to replace the a defective product with the same it will use all reasonable endeavour to replace with an alternative of a similar specification. Due to changes in specification by LED component suppliers this is not always possible.
- The warranty is invalid if a product is used in a coastal location when it is stated as being unsuitable for this environment.

EXTENDED FIVE-YEAR WARRANTY

To register a commercial project for an extended five-year warranty :
Astro are pleased to provide a five-year extended warranty on products when commercial projects are registered on the Astro website within two months from the date of purchase.

In order to qualify for a five-year warranty, the following conditions must be met:
Product(s) must be registered online within two months from the date of purchase
Product(s) must be new
Product(s) must be registered for a commercial project

Successful registration will warrant the product(s) to free repair or replacement if the product is deemed to be faulty due to any manufacturing defects in design, material or workmanship.