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The Australian Consumer Law, as well as other Australian laws, require certain conditions, warranties and undertakings in relation to the quality and fitness for purpose of E&E products sold in Australia. Our merchandise is supplied with guarantees that cannot be excluded under the Australian Consumer Law. Customers are entitled to have their purchases repaired or replaced if the products fail to be of acceptable quality.

This warranty does not modify or exclude the conditions, warranties and undertakings under the Australian Competition and Consumer Act. E&E products have warranty in Australia for thirty six (36) months from the date of delivery of the product, provided that the products are properly stored, installed, used and maintained in accordance with the instructions contained within their manual.

Products that have been altered or not used in accordance with their instructions are not included in this warranty. This warranty is not transferable and is valid only in the hands of the purchaser of the product. Proof of purchase must be provided to E&E with any warranty claim. E&E recommends the purchaser attaches their proof of purchase to their product manual. The liability of E&E under this warranty is limited to the cost of repair or replacement of the faulty product.

E&E may satisfy its obligations in full under this warranty through repair or replacement of a faulty product. This warranty does not apply to items, such as lamps or batteries, that can be classified as consumable. For the avoidance of any doubt, all warranties or conditions, which are not guaranteed under the Australian Competition and Consumer Act or the Australia Competition and Consumer Regulation 2010 and that are not expressly included in this warranty as additional warranties or conditions, are excluded.

This warranty does not cover loss or damage caused by wear and tear, misuse, incorrect installation or operation, failure to clean and maintain, incorrect voltage or non-authorised electrical connections, adverse external conditions (such as power surges and dips, exposure to heat, corrosion, insect or vermin infestation), use of non-authorised or defective parts of globes, or to items that have been repaired by person(s) other than E&E or a repairer approved by E&E. This warranty also does not apply to products situated outside of Australia.