



WARRANTY CERTIFICATE

The Star 8 Australia Pty Ltd warranty period varies according to each product but is usually between one (1) to two (2) years for domestic solar lights and three (3) to five (5) years for commercial solar lights. To find out the warranty period for a specific product please refer to our website www.star8green.com.au or contact the Star 8 Australia office.

The warranty period will commence from the date of shipment or pick-up of items. Within this warranty period, Star 8 Australia Pty Ltd will at its discretion, repair or replace defective parts at no charge. The Purchaser will be required to provide sufficient evidence to demonstrate the product failure such as photos, testing data, etc and must return the product in reasonable condition via shipment to Star 8 Australia. Star 8 Australia will test the problem and advise the Purchasers of the test result within 21 days of the defective product being received.

The Purchaser will arrange and bear the cost of shipping returning goods to Star 8 Australia Pty Ltd office.

After investigation, if the warranty claim is upheld, Star 8 Australia Pty Ltd is responsible for the cost of sending the repaired or replacement product to the Purchaser. If the problem is deemed not to be covered by the warranty, then the buyer will pay the cost of return shipment.

Warranty is voided by improper installation, misuse, abuse, neglect or damage being caused by extreme weather, external vandalism, vermin or insect damage or storage away from the sun for a period in excess of 6 months. Warranty does not cover rising or upward flowing water damage.

Unless otherwise advised on our website, fittings are at least IP65 rated.

Warranty is invalidated where the product is taken apart or serviced by a non-authorized service agent not approved by Star 8.

Contact Details:

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