



Shenzhen ERS Technology Co.,Ltd

Add:C209, Baohuasen Business Building, Baoan District, Shenzhen, Guangdong, China

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Quality Warranty Terms

This document is for product warranty since the date of purchase is offered for all range of ERS Tech LED lighting, outdoor lighting is 5 years warranty(Highbay light, Flood light, Canopy light, Street light) while indoor lighting is 3 years warranty(Panel light, batten light, Tri-proof light, Emergency light, Down light).

1.Under the terms of this warranty, if the product has a failure occurring under normal usage within warranty period, ERS Tech will provide one to one free product replacing based on the proof-documents and invoice (copy) of failure product.

2.ERS Tech will not provide paid maintenance service by under conditions within warranty.

- a. Failure or damage due to force majeure.
- b. Failure or damage due to incorrectly transport or unloading.
- c. Failure or damage due to incorrectly usage or fail to comply with the User's Guide and Caution.
- d. Failure or damage due to demolition, repair alteration without Manufacturer's authorization.

3. Product replacement need to follow this steps:

- a. Provide photos or videos and original invoice of failure product to our sales which u contacted;
- b. If confirmed by ERS Tech team the failure products caused by quality problems, we will process free replacement of failure lights;
- c. Please deliver the failure products back to our local warehouse for maintenance service, when u delivered please write a note with your company name, original invoice number, ERS Tech sales representative;

4. ERStech lighting product warranty term is just product replacement warranty , not including shipping cost and labour cost.

5 . ERS Tech reserves the right for final explanation of aforesaid terms.

6.Please help to delivery the failure goods to our Melbourne warehouse

Add: 4-6 Kinder St Campbellfield VIC 3061 Australia

Attn: Mike (Warehouse Manager)

Tel: 0478 635 243 (Mon-Fri, 8.00AM-4.30PM)



Shenzhen ERS Technology Co.,Ltd

Australia Warehouse

&

Maintenance Department