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## MAJOR TECH: Returns & Warranty Policy

<u>PRODUCT</u>	<u>WARRANTY PERIOD</u>
Timers	2 Year
Instruments	2 Years
Smart products	2 Years
Solar lighting	2 Years
SLF floodlights	2 Years
LFW slim model	2 Years
Power towers	2 Years
Tools	2 Years
EHB highbays (Economy)	2 Years
HLF floodlights	5 Years
HHB highbays	5 Years
New ALF floodlights	5 Years
Strip lights	5 Years
Distribution boards & enclosures	5 Years
Lighting automation	5 Years
Sensors	5 Years
Veti 3	15 Years

## 1. General

1.1 This Major Tech Returns and warranty policy (“Policy”) applies to all products purchased directly from Major Tech, forms part of Major Tech’s Terms and Conditions and is hereby incorporated into and forms part of Major Tech’s agreement with you the Distributor (“Distributor”).

1.1.1 If a consumer (“Customer”) buys a Major Tech product from a distributor, the customer must return the product back to the distributor.

1.2 All products sold by Major Tech, generally, carry Major Tech’s warranties (as appropriate).

1.3 Major Tech has no objection to exchanging or refunding goods where it is legally required to do so under the provisions of the Australian Consumer Law (ACL), which is part of the Competition and Consumer Act 2010.

1.4 It is obligatory for Customers to, within 30 (thirty) days of having received a product that qualifies for an extended product warranty, register such product online at [www.majortech.com.au](http://www.majortech.com.au)

## 2. Requirement and Procedures

### 2.1 Unwanted products

2.1.1 If a Customer wishes to return a product, bought from Major Tech, it is required to, within 10 (ten) days of receiving such product, advise Major Tech at [info@majortech.com.au](mailto:info@majortech.com.au) -of its decision and return such product to Major Tech.

2.1.2 The products so purchased must be unopened, not used, in the original packaging and proof of purchase must be provided.

2.1.3 The Distributor will be responsible for the costs of returning the goods to Major Tech.

2.1.4 The Distributor will, once the goods have been received and Major Tech has confirmed that such returned goods comply with this Policy, be refunded for the purchase price in full by way of electronic bank transfer.

### 2.2 Products incorrectly supplied

2.2.1 If the product supplied by Major Tech is not as per the Distributor's order, the Distributor may elect to return such product, subject to the following conditions:

2.2.1.1 The Distributor must bring the fact that the incorrect was supplied to Major Tech's attention within 10 (ten) days of a distributor receiving such product;

2.2.1.2 The product purchased is unopened, has not been used and is in the original packaging; and

2.2.1.3 Proof of purchase is provided.

2.2.2 If a Distributor elects to return such product, Major Tech will collect such product from the Distributor and, at the Distributor's election, refund the Distributor for the full purchase amount by way of an electronic bank transfer, alternatively deliver the correct product to the Distributor at Major Tech's cost.

### 2.3 Product return due to product fault

2.3.1 Consumers are entitled to return goods which are defective or of substandard quality within the product warranty period from date of purchasing the product, subject to the below conditions.

2.3.2 Where a product becomes defective, a Customer or Distributor must inform Major Tech of the fact of such product becoming defective, failing which Major Tech reserves the right to reject the claim.

2.3.3 A Customer will be required to provide proof of the purchase.

2.3.4 Customers or Distributor will not be entitled to return defective goods where the defectiveness of such goods is the result of damaged caused to the product due to:

- Incorrect application or use of such product;
- Abuse or negligent use of such product;
- Electrical surges or sea air corrosion;
- Unauthorised alterations to the product; or
- Failure to adequately maintain and take care of a product;

2.3.5 Upon being advised of the above by a Customer or Distributor, the customer or the distributor will arrange for such goods to be returned and inspected. If the product is found to be defective or of substandard quality, Major Tech will, at the Customers' or Distributor's election, have the product repaired (if practically possible), exchanged

with the same product (if a replacement product is in stock) alternatively refund the Distributor for the purchase amount by way of electronic bank transfer.

### 3. MAJOR TECH PRODUCT WARRANTIES

#### 3.1 Standard Product Warranty ("SPW")

3.1.1 All Major Tech products carry a warranty period from the date of purchase or delivery, whichever is the latest.

3.1.2 The SPW will not apply to instances where a product was damaged or is malfunctioning as a result of:

- incorrect application or use of such product;
- abuse or negligent use of such product;
- normal wear and tear;
- electrical surges or sea air corrosion;
- unauthorised alterations to the product;
- leaking batteries; or
- failure to adequately maintain and take care of a product.

3.1.3 Customers or Distributor's are entitled to return damaged or malfunctioning goods, provided that Major Tech is informed of the claim prior to the expiry of the SPW and the Customer providing proof of purchase.

3.1.4 Upon being advised of the above by a Distributor, the Distributor will, at its own costs, arrange for such product to be collected and returned, whereafter it will be inspected. If the product is found to be defective, Major Tech will, at the Distributor's election have the product repaired (if practically possible), exchanged with the same product (if a replacement product is in stock) alternatively refund the Distributor for the purchase amount by way of electronic bank transfer.

#### 3.2 Extended Warranties

3.2.1 Applicable to Test Instruments Warranties (TIW)

3.2.1.1 Major Tech warrants its test instruments to be free from defects in materials or workmanship under normal use and service for a period of two (2) years from the date of delivery of such product to a consumer.

3.2.1.2 This warranty (“TIW”) is granted exclusively to the original purchaser, is not transferable and requires Product Registration, details of which appear in the Terms and Conditions.

3.2.1.3 This TIW shall apply only to instances where the online Product Registration has been completed on [www.majortech.com.au](http://www.majortech.com.au).

3.2.1.4 This TIW shall not apply to instances where the product was damaged or is malfunctioning as a result of:

- incorrect application or use of such product;
- abuse or negligent use of such product;
- electrical surges or sea air corrosion;
- unauthorised alterations to the product;
- normal wear and tear;
- leaking batteries; or
- failure to adequately maintain and take care of a product.

3.2.2 Extended product warranties (“EPW”)

3.2.3 Apart from the SPW and TIW, an EPW will apply to the below products:

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Veti 3	15 Years

3.2.4 Where a product carries an EPW and is returned under the EPW, Customers may return such goods to Major Tech for evaluation subject to the below conditions.

3.2.5 Where a product becomes defective, a Customer must inform Major Tech of this fact within 30 days of such product becoming defective, failing which Major Tech reserves the right to reject the claim.

3.2.6 A Customer will be required to provide proof of the purchase.

3.2.7 Customers will not be entitled to return defective goods in terms of the EPW where the defectiveness of such goods is the result of damaged caused to the product due to:

- incorrect application or use of such product;
- abuse or negligent use of such product;
- electrical surges or sea air corrosion;
- normal wear and tear;
- unauthorised alterations to the product; or
- failure to adequately maintain and take care of a product.

3.2.8 Upon being advised of the claim under the EPW by a customer, the customer will, at its own costs, arrange for such goods to be collected, returned and inspected. If the product is found to be defective, Major Tech will, at the Customer's election, have the product repaired (if practically possible), exchanged with the same product (if a

replacement product is in stock) alternatively we can arrange for the refund to the customer for the purchase amount by the distributor where the product was purchased.

#### 4. PRODUCT TESTING PRIOR TO PRODUCT RETURN CLAIM

4.1 Prior to contacting Major Tech regarding a product return claim, please take the following control measures:

4.1.1 Check if batteries are installed correctly.

4.1.2 Check battery condition to ensure batteries are sufficiently charged. Either replace disposable batteries or ensure rechargeable batteries are charged where applicable.

4.1.3 Ensure that the test leads of test instruments are inserted in the correct terminals and are fully inserted with no damage to test leads.

#### 5. Calibration of Test Instruments

5.1 Test instruments are precision measuring devices and, by their nature, are subject to normal measurement drift over time due to usage, environmental conditions, and handling.

5.2 Calibration is the process of verifying that a test instrument is measuring within its specified accuracy when compared against a traceable reference standard. Calibration confirms measurement accuracy but if out of the measurement specification, it will need to be calibrated into specification.

5.3 Calibration is not a warranty matter. The need for calibration does not indicate a defect in materials or workmanship and does not constitute a product fault under this Policy, the Standard Product Warranty, the Test Instrument Warranty, or any Extended Product Warranty.

5.4 An instrument may continue to operate and function correctly while being outside its stated accuracy. In such circumstances, the instrument is considered operational but not calibrated.

5.5 The responsibility for ensuring that a test instrument is calibrated at appropriate intervals rests solely with the instrument owner or user. Calibration intervals are determined by usage, application, environmental conditions, and workplace or regulatory requirements.

5.6 From time to time, instruments may be checked on site by mobile testing or calibration service providers to verify whether they are within specification at the time of testing. If an instrument is found to be outside specification, this does not necessarily mean the instrument is faulty. It indicates that calibration is required to restore measurement accuracy.

5.7 Where an instrument is found to be outside specification during such testing, it is the responsibility of the instrument owner or user to remove the instrument from service if required and arrange for calibration or repair as appropriate.

5.8 Major Tech does not accept responsibility for incorrect measurements, test results, compliance outcomes, or safety decisions arising from the use of instruments that are not maintained and calibrated in accordance with manufacturer recommendations and industry practice.

5.9 Major Tech's recommendation for Calibration is a minimum once every 12 months.