

Control Freak Products Warranty

Congratulations on acquiring this genuine Control Freak® product (“the product”) which is guaranteed to the purchaser for a period of 24 months from the date of original purchase from Creative Lighting and its authorised agents and distributors under this Warranty. The date of original purchase will be as shown on the authorised agents’/ distributors’ invoice / receipt provided to you when you first purchased the product, and you will need to retain this information in order to substantiate your date of purchase in the event that you need to make a warranty claim.

Under normal use and for applications for which this product was designed, this Control Freak® product and all component electronics are warranted to be free of defects in material and workmanship.

In the unlikely event that the product proves to be defective, Creative Lighting will decide either to repair or to replace the defective components. Before that can happen, the product must first be returned to Creative Lighting at the purchaser’s cost. Liability for goods in transit shall be with the shipping party.

Important note: Your authorised distributor or agent can assist you to confirm whether your product is defective or not. As the Control Freak products are uniquely designed to work with a wide variety of third-party products and their correct operation can be dependent upon the correct working operation of such third-party products, as well as being dependent upon the correct user programming of the product in order to work with such third party device(s) where applicable, please ensure that you have properly installed and checked such items, field devices, any other peripherals and your programming to ensure that they are all working properly before pursuing a claim under this Warranty.

This Warranty specifically excludes faults which arise as a result of alteration, tampering, misuse, abuse, accident, vandalism, negligence, improper installation, or the use of other manufacturer’s products in combination with the product except where such use of other manufacturers’ goods is authorized by us. All other warranties inclusive of any warranties of merchantability or fitness for any particular purpose whether expressed or implied are hereby expressly negated to the fullest extent permissible by law. Under no circumstances will Creative Lighting be liable for reinstallation or freight except in the case of freight within Australia. In no event shall the manufacturer be liable for consequential damages.

This Warranty constitutes the sole and exclusive remedy to the purchaser for proven defects, all other obligations and liabilities are expressly excluded to the full extent permitted by law.

Australia only: If we determine that the product is defective, we will not only repair or replace the defective components at no cost to the purchaser; we will also pay the cost to return them to the purchaser by our standard freight method, with any cost to reinstall the product borne by the purchaser. In Australia, you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure as defined in the Australian Consumer Law. Nothing in this warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act and other Australian laws.

International:

Please contact your supplier for technical support and instructions in relation to warranty claims.