



Warranty/Disclaimer

Transformers:

- 2yr warranty
- We do not offer refund for change of mind
- Products/orders are non-cancellable/non-returnable unless defective and under warranty
- Restock fee of 15% will apply to all return/cancelled orders or non faulty items
- The M-elec warranty is further conditioned and will only apply to M-elec products that are properly installed. This includes wiring and connection to proper approved components and product working environments. This warranty is void and does not apply to products that fail as a result of neglect, mistake, misuse, alteration, or that is improperly installed and implemented. This includes but is not limited to: improper wiring, installation under improper and non-approved operating environments such as temperature, humidity or voltage conditions; improper installation using components that are not approved or are not M-elec manufactured products
- Warranty is void if plug is cut in any way from transformer
- Installation and usage of M-elec products should only be completed in association and complete knowledge of all necessary and related codes, standards and instructions of installation. It is the responsibility of the purchaser to obtain all necessary approvals and to understand the products intended use and all relevant instructions, recommendations, and guidelines for the proper installation and use of any M-elec product and related 'manufactured products' used in conjunction with same. The accuracy and completeness of any statements, technical information and recommendations in any form of product literature or instructions are not guaranteed, and are not part of this warranty, and does not in any way constitute a warranty. The purchaser for suitability of installation and full implementation must determine potential applications and installations independently
- **Claims** for defective transformers must be made within 14days from the day of receipt (from place of purchase) please read our returns policy for further information
- We are not responsible or liable for any injuries, damages, or death caused by the use, misuse or failure of products purchased from us
- **ALL RETURNS MUST BE RETURNED TO BASE, PLEASE FOLLOW THE WARRANTY FORM & RETURNS POLICY PROCEDURE**

Please read our Returns Policy for more information on stock returns and credits.

LED products:

- 2yr warranty
- We do not offer refund for change of mind
- Products/orders are non-cancellable/non-returnable unless defective and under warranty
- Restock fee of 15% will apply to all return/cancelled orders or non faulty items
- The M-elec warranty is further conditioned and will only apply to M-elec products that are properly installed. This includes wiring and connection to proper approved components and product working environments. This warranty is void and does not apply to products that fail as a result of neglect, mistake, misuse, alteration, or that is improperly installed and implemented. This includes but is not limited to: improper wiring, installation under improper and non-approved operating environments such as temperature, humidity or voltage conditions; improper installation using components that are not approved or are not M-elec manufactured products
- Warranty is void if LEDs are cut in any way *subject to certain LEDs
- Installation and usage of M-elec products should only be completed in association and complete knowledge of all necessary and related codes, standards and instructions of installation. It is the responsibility of the purchaser to obtain all necessary approvals and to understand the products intended use and all relevant instructions, recommendations, and guidelines for the proper installation and use of any M-elec product and related 'manufactured products' used in conjunction with same. The accuracy and completeness of any statements, technical information and recommendations in any form of product literature or instructions are not guaranteed, and are not part of this warranty, and does not in any way constitute a warranty. The purchaser for suitability of installation and full implementation must determine potential applications and installations independently
- Every LED is tested, either by us or the manufacturer, before it leaves the warehouse
- **Claims** for defective LEDs must be made within 14days from the day of receipt (from place of purchase) please read our returns policy for further information
- We are not responsible or liable for any injuries, damages, or death caused by the use, misuse or failure of products purchased from us
- If the LED fails to light up we will replace the LED **provided** you return the LED to us, postage paid, and the LED has not be subjected to adverse conditions such as but not limited to; voltage or current, either forward or reverse, beyond the manufacturers published specifications, pressure breaks, extreme heat or cold, exposure to liquid, chemicals, solder damage etc. We will inspect the LED first. Our inspection will consist of electrical tests, making sure the contacts still exist on the LED and visual and microscopic inspection to make sure there is no visible physical damage such as a melted or broken lens. This warranty does not cover leds that continue to light, but exhibit varying/differing forward voltage drops, light output, or colour/wavelength.
- Missing contacts are the leading cause of LED failure. Normally this is caused by driving the LED beyond its maximum published specifications, and we can tell by visual and microscopic inspections, and electrical tests, whether a led has suffered a catastrophic current overload, or whether someone applied too much pressure when repositioning or removing the LED. If the LED has no visible damage we will send it to the manufacturer for testing. The manufacturer will determine if it is covered under the warranty. If it is determined that the LED was defective when shipped, we will replace the LED(s) at no charge (postage paid).
- HOWEVER; all items are otherwise sold as-is, and no guarantee is made as to fitness to a particular application, and since we have no control of the electrical supply or circuits you are using to drive the leds, we do not offer a warranty as to how long they will continue to operate. We assume no liability for improper use, and we will not be responsible for incidental or consequential damage due to defective or improper use of products.
- **ALL RETURNS MUST BE RETURNED TO BASE, PLEASE FOLLOW THE WARRANTY FORM & RETURNS POLICY PROCEDURE**

Please read our Returns Policy for more information on stock returns and credits.