Invision Sales Pty Ltd
ABN: 54 101 140 550
19 Concorde Drive
Keilor Park VIC 3042
P: +61 3 9336 2066
F: +61 3 9336 2566
E: enquiries@invisionsales.com
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AUSTRALIAN AFTERMARKET PRODUCT WARRANTY 2024 – JW Speaker & Tungsram

We are committed to maintaining the highest quality standards and perform robust quality testing.
Invision Sales products come with a Limited Warranty against defects in materials, components, and workmanship.

Our products are warranted against defects for the period stated. This warranty operates in addition to your rights under Australian Consumer Law and Trade Practices Legislation.

We strive to deliver high quality products to our customers. Unfortunately, there are rare circumstances where product fails due to manufacturing defects beyond our control, so our commitment extends to making things right as quickly as possible.

In the unlikely event that you experience a problem that falls within the terms of the Limited Warranty, Invision Sales Pty Ltd, will, at its discretion, either replace the defective product, or refund the purchase price of the product.

Limited Warranty Period: JW Speaker & Tungsram

- LED Work lamps and Headlamp Inserts = 4 Years / 2 Years for Heated Lamps. (1 Year for Mining applications)
- Model 210 Solar Lights = 1 Year
- Model 4000 LED Headlight Globe Conversion Kits = 3 Year Standard Driving Conditions (1 Year for Mining and Industrial applications)
- Direct Fit & Direct Fit PLUS LED Headlight Globe Conversion Kits = 2 Years Standard Driving Conditions (1 Year for Mining and Industrial applications)
- LED Signaling Range = 2 Year (1 Year for Mining and Industrial applications)
- Incandescent, Halogen & HID Globes = 1 Year or upon fitment (see below for acceptable warranty claims)

Warranty exclusion. Invision Sales Warranty Policy does not allow for claims resulting from the following conditions:

- Fair wear and tear [(1)]
- Costs associated with installation, dismantling or re-installation.
- Consequential loss or damage
- Damage caused by accidents, misuse or abuse, negligence or faults caused by incorrect fitment or failure to provide routine maintenance.
- Faults associated with environmental contamination or corrosive environments, chemical exposure* and/or cleaners [(2)]
- Modifications and/or alterations
- Improper installation and/or use [(3)]
- Voltage transients and/or spikes
- Non-Compatibility of LED Bulbs with a vehicle's electronics and/or CAN bus system. [(4)]
- Part was incorrectly ordered or not suitable for vehicle or equipment.

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Note: Invision Sales Pty Ltd do not cover the expense of the removal or transportation of products to be claimed under this warranty statement.

Warranty Claim Process
This Warranty Policy applies ONLY to the customers who purchased products directly from Invision Sales. Claims from end customers must be returned to the where the product was purchased and processed with them to obtain a **Returned Authorization** (RA). For more information on how to process a claim contact our Invision Sales Head Office for assistance and we will get things sorted ASAP.

End Customers
End customers MUST initiate a warranty claim with the authorized Invision Sales dealer where they purchased the product. Note: Invision Sales does not process end customer warranty claims.

Dealers
If the claim is valid, the dealer must submit a warranty claim form to their distributor, and ask them to obtain a Returned Authorization (RA) number in order to proceed.

Distributors
Requests for warranty will require an RA from Invision Sales to authorise a credit to your account. In some instances, we may require the return of your product(s) for inspection prior a credit for warranty being approved. **Please call or email to speak to Invision staff to obtain an RA.**

Ullage
An RA must be obtained from Invision Sales prior to claiming warranty via Ullage

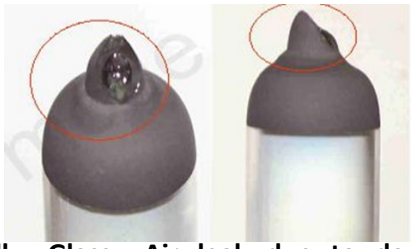
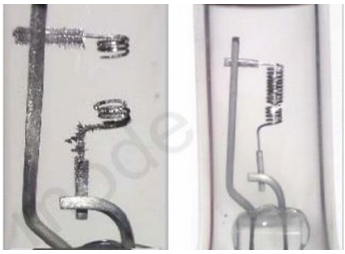
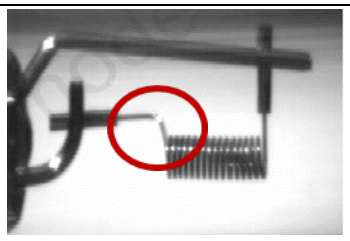
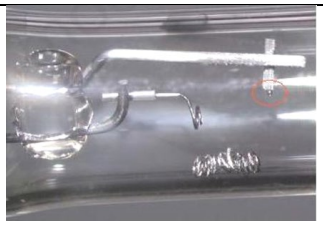
Contact Details
enquiries@invisionsales.com or call: 03 9336 2066 (Monday to Friday 8.00am – 5.00pm EST)

The following information will be required for an RA number to be issued if claiming warranty.

Name /Business / Store			
Address			
Contact Name		Phone / Email	
Brand			
Part Number		Quantity	
Description			
Purchase Date		Return Date	
Fault description			
Vehicle/ Make/ Model/ Year			
Return Authorisation Number			

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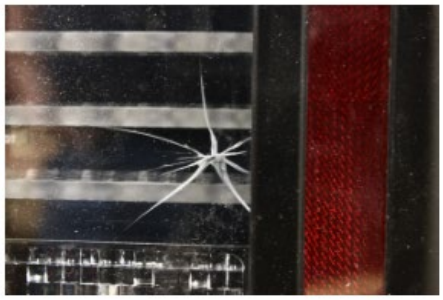
This aftermarket product warranty is exclusive. Invision Sales has no other liability or obligation related to products. No other warranties are made; either expressed or implied, including without limitation, any implied warranties of title, non-infringement, merchantability or fitness for a particular purpose.

Acceptable Warranty	Not Acceptable Warranty
 **White /Yellow/ Milky Glass – Fault caused by air leak**	 **Blackened Glass – Fault caused by Low or High Voltage**
 **White /Yellow/ Milky Glass – Fault caused by air leak**	 **Blackened Glass – Normal End of Life**
Not Acceptable Warranty	**Not Acceptable Warranty**
 **White /Milky Glass –Air leak due to damage on fitment**	 **Normal– Normal end of Life**
 **Filament breakage - Caused by Mechanical Shock**	 **Filament Melted – Voltage Spike/ Over Voltage**

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1: Wear and Tear

This includes damage from road debris, animal strikes and resulting degradation or damage to lens and/or complete assembly.


2: Chemical Exposure:

The following chemicals & cleaners **are NOT compatible** with polycarbonate:

Acetone, Liquid Cleaner – 8211, Agitne Lysol, Ajax, Methyl Ethyl Keytone (MEK), All liquid detergents, MIBK, Benzol, Oils, Carbon Tetrachloride, Pink Lux (phosphate free), Chlorinated Hydrocarbons, Stanisol Naphtha, Diversol, Texize – 8006, 8129, 8758, Gasoline, Toluol, Kleenol Plastics, Trichlor, Lemon Joy (phosphate free), Triclene Lestoil

3: Improper Installation:

If a part is not properly installed, it can lead to malfunctions and damage to the light. Examples of improper installation that will void your warranty include:

- Using damaged, pinched, or shorted wires
- Using damaged connectors / terminals
- Unsecured mating connectors or bare wires exposed to water ingress.
- Installing vehicle lights to the incorrect vehicle year
- Insufficient torque applied to mounting hardware.
- Improper installation location

4: Non-Compatibility of LED Globes with a vehicle's electronics and/or CAN bus system

There are two major CANbus symptoms when installing LED Retrofit Bulbs:

1. Dash warning light / screen error message

2. Bulb flickering or not turning on at all

If the above symptoms occur, **this is not a faulty product,** a CANbus Canceller kit will be required to be installed with the LED Bulbs.