



Warranty and Service Information

South Africa

This warranty is only valid within the borders of South Africa
Refer to **International** section for warranty information outside of South Africa

National Luna Limited Warranty

National Luna provides a warranty to the original purchaser, that any genuine National Luna product purchased from an authorised reseller will be free from defects in materials and workmanship for a specified length of time from the date of purchase. The warranty period will vary by specific product, as identified in your user documentation or on the product package.

Except where prohibited by applicable local law, this warranty is limited to the original purchaser and is non-transferable.

In general, this warranty means your National Luna product will operate, as specified by its product documentation, and in the operating environment for which it was intended, for the life of the product or the extent of the warranty.

This warranty supercedes all other advertised warranties for this product. No National Luna dealer or other agent is authorised to make any modification, extension or addition to this warranty.

National Luna shall, at its sole discretion, repair or replace any product, provided it is returned to the original place of purchase, or another place as directed by National Luna, with the original sales receipt (or valid copy thereof). You may be required to pay shipping and handling charges, as well as any tariffs, duties, taxes, or other fees, except where prohibited by applicable local law.

National Luna shall not be responsible for any damage or loss that occurs during shipping or transport to a service centre or repair facility.

National Luna may consider a warranty void if modifications have been made to the product that may affect proper operation.

National Luna shall not be responsible for damage to the product if service or maintenance is undertaken by non-authorised persons.

National Luna will not be responsible for damage or injury as a result of connecting the product to an unsupported power source or voltage outside of the product operating specifications.

National Luna shall not be responsible for damage or injury resulting from negligent use, storage of hazardous chemicals, use of corrosive substances, fire, flood, civil disturbances, lightning or any other natural phenomenon.

National Luna shall not be responsible for any consequential loss or damage caused by, or due to the malfunction of this product.

National Luna reserved the right to refuse warranty if the original proof of purchase (or valid copy thereof) cannot be produced.

If this product is installed in a motor vehicle, it may require connection to the vehicle electrical system, it is the owners' responsibility to determine if the installation of the product will affect the safe operation of the vehicle or the vehicle warranty. National Luna shall not be responsible if such warranty is rendered void by the motor manufacturer.

Should a product be replaced under warranty, the replacement will carry the balance of the warranty from the original product, unless otherwise stated.

Any products that are not collected within 3-months following service or repair may be sold defray expenses.

Exclusions

This warranty does not cover problems or damage resulting from, but not limited to, any of the following :

1. Wear and tear associated with normal use.
2. Fuses, bulbs, fans or other consumable parts.
3. Any modification, abuse, accident, disassembly, misapplication or un-authorized repair.
4. Removal of any manufacturer labels or stickers.
5. Any improper operation, including any use not in accordance with supplied product instructions.
6. Connection to any improper voltage supply as outlined on the product or in the product documentation.
7. Any other cause which does not relate to a product defect in materials or workmanship.
8. Any 3rd party products included with the returned product (ie. plugs, chargers, cables, batteries)
9. Where service is performed by an authorised service agent, any costs relating to labour are excluded from this warranty.

Also excluded from this warranty are counterfeit products. These would be products that National Luna, at its sole discretion, determine were not manufactured by National Luna or any of its authorised manufacturing partners.

Service out of warranty

National Luna provides service and repair to products that are no longer covered by a valid warranty. Such service or repair may incur costs for assessment or testing in addition to any parts and labour required to perform the repair.

Any service or repair will carry a minimum of 6-month warranty on parts from the date of service unless stated otherwise.

National Luna will continue support for obsolete products for as long as possible but availability of parts for obsolete products cannot be guaranteed and the product may be deemed uneconomical to repair.

How to make a warranty claim

Before submitting a warranty claim, we suggest you contact our technical support or visit www.nationalluna.com and review the support section for technical assistance. You may also submit a request for technical support from the contact form or send an email to the address listed. Please provide the model number and serial number of the product when contacting technical support, making a claim or returning a product for service.

Generally, valid warranty claims should be processed through your original point of purchase.

Please verify the returns policy with the retailer where you purchased your product as additional charges or restrictions may apply. Any warranty claim that cannot be processed through your original point of purchase should be addressed directly to National Luna.

Any products returned to National Luna or authorised service agents should be appropriately protected and packaged with your personal details included.

National Luna reserved the right to perform testing on any returned product to validate a warranty claim.

Assessment fees may apply to products returned for testing, including those that are found to not be defective.

International - (regions outside of South Africa)

National Luna products are distributed worldwide through a distribution network. Authorised importers in a particular country will carry the product service and warranty and may have additional terms and conditions in-line with their conditions of sale.

If National Luna products are sold or imported into a country by persons other than authorised National Luna distributors, no local warranty applies. Products are then required to be returned to National Luna in South Africa where the standard terms of warranty will then apply. The cost of freight, duties, taxes or other costs are for the customers account.

The warranty is valid in the country of purchase - National Luna products that are exported by private individuals shall not carry a warranty in the destination country even if that country has an existing authorised service agent.

National Luna South Africa

www.nationalluna.com

+27 11 452 5438

Warranty terms and conditions may change periodically.

Please check www.nationalluna.com/warranty for the most recent warranty terms.