

Euro Mirror Manufacturer's Warranty

At Euro Mirror we pride ourselves on supplying products of the highest quality.

Warranty Period LED Mirrors

- 5 year replacement parts or product for domestic use
- 1 year replacement parts or product for commercial use

Warranty Terms and Conditions

- The Product Warranty Period commences from date of purchase.
- Euro Mirror will replace or repair, at its sole discretion, the defective product, or parts thereof. Replaced products become Euro Mirror's property.
- Euro Mirror is not responsible for the labour and rectification costs related to the repair or replacement of the product.
- Any claim for warped, chipped or damaged products must be made within 48 hours from receipt of product.
- Installation is acceptance of our products. Installation of faulty, warped, chipped or damaged products will void our warranty.

Exclusions

This warranty does not cover the following:

- Inability to provide Proof of Purchase and/or Certificate of Electrical Safety (COES) when required by Euro Mirror
- Products that are not installed by a Licensed Electricians and/or tradesperson in accordance with local regulations
- Products that have been repaired or modified by an unauthorised repairer without Euro Mirror's written permission
- Defects caused by improper handling, storage, installation, and maintenance according to Euro Mirror's instructions; improper use or abuse, including excessive heat or moist, excessive pressure, or uneven exposure to weather conditions; accident, fire, lighting, other hazards whether natural or man-made; faulty electrical supply, including power outage or surges; thermal shock; and general wear and tear.
- Material variations. There might be natural variations in the colour, pattern and finish. Products may be slightly different to the ones featured in photos.
- Loss or damages caused by a defective product, and any indirect consequential or other loss or damage, subject to your statutory rights.
- The cost of pickup and delivery.

Conditions for on-site warranty service calls

- Euro Mirror will charge a service fee for each visit to an installation by its authorised Service Agent where it is determined that the fault is due to poorly executed or unlicensed installation work, where the product is not a genuine Euro Mirror product or where the product is outside the warranty period. This may be paid in advance by credit card over the phone to a Euro Mirror authorised Service Agent attending the site and will be refunded if the Euro Mirror product is found to be at fault. Euro Mirror requires adequate access to rear of the products, fittings and fixtures to undertake on-site warranty service calls.

Customer Notice General cleaning

- Please clean mirror surface with a mixture of 30% isopropyl alcohol and 70% water and use a soft micro-fibre cloth/chamois
- Dry off the mirror edges.

Aluminium Frames:

- Please use a soft micro-fibre cloth/chamois and warm water.

DO NOT USE any abrasive, acid or alkaline-based cleaners.

Avoid sharp objects and keep heat and hot objects away from all surfaces or Euro Mirror products.

How to Make a Warranty Claim

To make a claim under warranty, please send an email titled - Request Warranty Claim Form to customerservice@euromirror.com.au