

Care



CLEANING

Our lights can be dusted, vacuumed (with upholstery cleaning head) or wiped with a clean soft damp cloth. Do not use abrasive cleaners. To clean acrylic diffuser on round pendants, unscrew finishing nut, take off diffuser and wipe clean. Replace diffuser and nut.

END OF LIFE

When you no longer have a use for this product (or can find someone who will), please return the product to us. We have agreements in place with our suppliers who are committed to upcycling at least 80% of the materials.

Warranty

Acustico Lighting's warranty applies to the original purchaser only. We will cover any manufacturing faults and defects as well as costs involved in the repair or replacement of your product, but does not include freight or any other third party costs relating to the claim.

Each Product is unique and includes hand crafted elements; as a consequence, although Acustico Lighting makes best efforts to maintain consistency between products, no two products will be identical. All drawings, dimensions, samples and specifications are intended as a guide only.

Warranty claims carry the following conditions:

- 3 years manufacturer's warranty – on all parts of the fixture.
- Workmanship and materials when subject to normal use and care in an appropriate location.
- Lighting must be returned to Acustico Lighting for repairs at purchaser's expense (cannot be done on-site)

Warranty does not cover:

- Bending of aluminium base due to uneven support and separation due to unsuitable placement in locations subject to direct sunlight, moisture or fluctuating temperatures.
- Damage caused by incorrect or unreasonable use or installation (Installation must be carried out by a licensed electrician).
- Normal wear and tear
- Failure to provide proper maintenance
- Normal fading due to lights or sunlight
- Scratching, staining, discolouration or damage caused by contact with unsuitable chemicals or materials, or human damage.
- Deterioration of finishes, aluminium movement, diffuser movement, cracking or joint damages
- The Purchaser failing to properly maintain or store the Product
- The Purchaser continuing the use of any Product after any defect became apparent or should have become apparent to a reasonably prudent operator or user.

DAMAGES

Damages must be documented along with photo evidence and reported within 7 business days of receipt. We are not responsible for repair or replacement of damages reported after this time. The utmost care is taken in packaging our products although Acustico Lighting and our associated manufacturers take no responsibility for items damaged during shipping. Any claims of damage in transit must be taken up directly with the transportation company involved. When signing for delivered goods the receiver is signing for items as being received 'In Good Order'. If the items cannot be thoroughly inspected at the time of delivery, please follow signature with 'STC ' or 'Subject to Checking'. Any goods delivered with obvious damaged (i.e. packaging torn etc) should be signed for as 'Damaged'.

DELIVERY

If a delivery date is specified by Acustico Lighting it is indicative only and, while we will endeavour to deliver within the time so specified, in no circumstances will Acustico Lighting be liable for any loss or damage of any kind whatsoever caused directly or indirectly by the failure to meet the delivery date. Any time or date given by Acustico Lighting to the Purchaser is an estimate only. The Purchaser must still accept delivery of the goods even if after the estimated delivery date.
