



Lifetime Repair Program

On the back of our reputation for reliable, high performing products Trend Lighting is launching an industry first lifetime repair program for Resiled and Miniled products in domestic applications.

If a Trend Lighting Miniled or Resiled product suffers from a product failure that is not caused by damage or misuse, customers can return the product to the Mascot head office and Trend Lighting will repair the product, free of charge, regardless of the warranty status.

Inclusions and Limitations

Any products found to be defective will be repaired or replaced at the option of Trend Lighting, without charge, provided that;

1. The product was not operating under abnormal, excessive or unusual operating conditions.
2. The product was not misused, damaged or subject to negligent use.
3. The product was not repaired, altered, tampered with or modified by any person without written consent from Trend Lighting.
4. The product failure is a result of a defect in material or workmanship and was not the result of damage due to use other than intended use.

Trend Lighting reserves the right to refuse repair if the product is found to have suffered external damage or has been subject to misuse, including voltage spikes.

In the event that parts or components are not available at the time of return, Trend Lighting will offer suitable replacement options.

Any parts replaced during the repair process will become property of Trend Lighting.

Trend Lighting shall not be responsible for, nor does this program extend to consequential damage or incidental damage or expenses, relating to the product sold, including, without limitation, injury to persons or property or loss of use.

This repair program applies to Trend Lighting Miniled and Resiled downlights in domestic applications only. Other Trend Lighting products are subject to the standard warranty conditions.

24-03-2022