

Standard Australian consumer law guarantee

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Lumixe Mirrors Australia Pty Ltd Warranty

- 3 Years for domestic use (replacement product or part)
- 1 year for commercial use (replacement product or part)
- Note: Labour is NOT included

Terms & Conditions

- The warranty period commences from the date of purchase
- Your product must be installed by a licensed tradesman and a some form of proof must be provided (if requested by Lumixe)
- Your product must not be altered, modified or repaired in any way unless advised otherwise by Lumixe
- It's at Lumixe's discretion if the product will be repaired or replaced. The best option will be decided on your specific product and fault and circumstance at the time.
 - Lumixe is not liable for any labour costs involved in removing or re installing your product
- Lumixe is not liable for faults that occur from a poorly installed product
- Lumixe is not liable for scratches, chips or marks that occur after installation
- Lumixe is not liable for defects caused by excessive moisture, excessive heat, faulty electrical supply or normal wear and tear
- In the case of a replacement, if the exact model is unavailable for whatever reason (OOS, superseded, discontinued etc.) you will be provided with the closest alternative or a model of your choice at equal or less value (Lumixe will not provide a cash refund under any circumstance)

Claims & returns

- Your product must be checked within 48hrs of receiving it
- Claims for damaged products (chips, cracks, breakages etc.) must be made within this period or your claim will be rejected
- No claims for damages or defects will be honored after installation
- Once installed you accept your mirror is correct and damageless
- Proof of purchase must be supplied when submitting your claim
- Please contact your distributor or Lumixe directly and fill out our warranty form below
- Once submitted our warranty team will contact you within 72 hours with an outcome and further instructions
- If a replacement claim is approved and Lumixe requires the mirror to be returned, Lumixe will cover return postages costs.
 - NOTE: If Lumixe chooses to not have the faulty mirror returned, the customer will be required to dispose of it.