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## Flash Components Return Policy

### Guarantee

Flash Components offers a 3 Year Guarantee on most CFL, LED lamps & LED integrated light fittings. The guarantee is applicable from the date of purchase from Flash Components and not from the date of purchase of the third party / consumer. Within this period, if you experience any problem with a product, Flash Components will replace it or credit your account. Flash battery operated products have a 1 Year Guarantee. The guarantee does not cover labour / installation costs.

### Faulty/Incorrectly Supplied Stock

In the case of faulty or incorrectly supplied stock, please fill in a claim document and e-mail it to [returns@flash.za.com](mailto:returns@flash.za.com) and your Flash Components Sales Consultant. A claim document must include the following:

- Claim number
- Product description
- Quantity of returned stock
- Reason for return
- Flash invoice number

### Damaged / Short Supplied Stock upon Delivery

Damaged / short supplied stock upon delivery must be reported by email within 48 hours of receipt, accompanied by a claim document (as above) and images of stock received supporting the claim.

### Incorrect Stock Ordered

Any Stock incorrectly ordered and returned will be liable to a 10-15 % handling fee of the value of goods returned ex. VAT.

### Upliftment of Stock

Stock will be uplifted from a client after the claim document has been received, unless otherwise discussed and agreed upon between the client and Flash Components Sales Manager.

### Credit/Claim Procedure

A credit will be approved after the claim document has been received and reviewed, unless otherwise discussed and agreed upon between the client and Flash Components Sales Manager. A client may not dispose of stock without the written consent and authorisation of the Flash Components Sales Manager. Once a claim is approved, the process of credit takes 5 - 10 working days. A credit note can be requested by e-mail from our Creditors department on [creditors@flash.za.com](mailto:creditors@flash.za.com)