

Flash Components (Pty) Ltd

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Flash Components Returns Policy

Policy Letter Of March 2013 RA 23 February 2026

GUARANTEE

Flash Components offers the following product guarantees:

- **3-Year Guarantee** on most Flash LED lamps and LED integrated light fittings
- **1-Year Guarantee** on LED Basic products, and most solar and battery-operated products

The guarantee period is valid from the **date of purchase from Flash Components**, not from the date of resale to a third party or end consumer.

Should a product fail within the applicable guarantee period, Flash Components will either replace the product or issue a credit to your account.

Please note: The guarantee does not cover labour or installation costs.

FAULTY OR INCORRECTLY SUPPLIED STOCK

In the case of faulty or incorrectly supplied stock, please complete a Claim Document and email it to: **creditnotes@flash.za.com** and copy your Flash Components Internal Sales Staff (ISS).

The Claim Document must include:

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

DAMAGED OR SHORT SUPPLIED STOCK UPON DELIVERY

Any damaged or short supplied stock must be reported **within 48 hours of receipt** via email.

Your email must include:

- A completed Claim Document
- Clear images of the stock received to support the claim

Claims submitted after 48 hours may not be accepted.

INCORRECT STOCK ORDERED

Stock that was incorrectly ordered and returned will be subject to a 10–15% handling fee, calculated on the value of goods returned (excluding VAT).

UPLIFTMENT OF STOCK

Stock will be uplifted from the client once the completed Claim Document has been received and processed, unless otherwise discussed and agreed upon between the client and the Flash Components Sales Manager.

CREDIT AND CLAIM PROCEDURE

Credits will be approved once the Claim Document has been received and reviewed, unless otherwise agreed in writing with the Flash Components Sales Manager.

Clients may not dispose of stock without written authorisation from the Flash Components Sales Manager.

Once a claim has been approved, the credit process takes approximately 5–10 working days.

Credit notes may be requested from our Income (Debtors) Department at:

creditnotes@flash.za.com

We appreciate your cooperation in adhering to the above procedures to ensure efficient processing of all claims.

I, the undersigned, certify that I have read, understood, and agree to comply with the terms of the Flash Components (Pty) Ltd Returns Policy.

Name: _____ Surname: _____

Designation: _____

Owner / Senior Management Signature: _____ Date: _____