



Clipsal Warranty Information

Congratulations on the completion of your new home or renovation and thank you for choosing to use Clipsal's range of electrical products!

Your new home includes Clipsal by Schneider Electric products, from the brand Australians have been able to trust since 1920. Our products are performance tested to Australian standards and approved by electrical regulatory authorities to ensure a quality product. As a result, we're confident in what we manufacture, so you can be confident in your new home too!

We warrant that each Clipsal by Schneider Electric product (excluding Software) supplied by us will be free from defects during the Warranty Period which will be the earlier of; eighteen months (or twenty-four months for Nero and C-Bus packages) from the delivery date or the date that is twelve months from operational use of the products by you the home owner.

The full details and conditions for our warranty are set out in our Standard Terms and Conditions of sale which may be found at: clipsal.com/warranty

Australian Consumer Law specifies that our goods come with guarantees that cannot be excluded. 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.

To make a claim under warranty:

Simply head to clipsal.com/warranty and fill in a claim form. You will need to have your proof of purchase (invoice or building contract) and a photo of the product.

To make an enquiry:

Call Customer Service and Support Department on (13SEAU) 137328

clipsal.com/warranty



A little bit of care goes a long way

The Clipsal range is manufactured from durable scratch and chemical resistant materials, but please avoid using chemical cleaners on your accessories. The Clipsal products just need a little TLC and will withstand the test of time. Simply remove any loose dust by brushing lightly and then wiping down with a non-abrasive, warm, damp cloth.