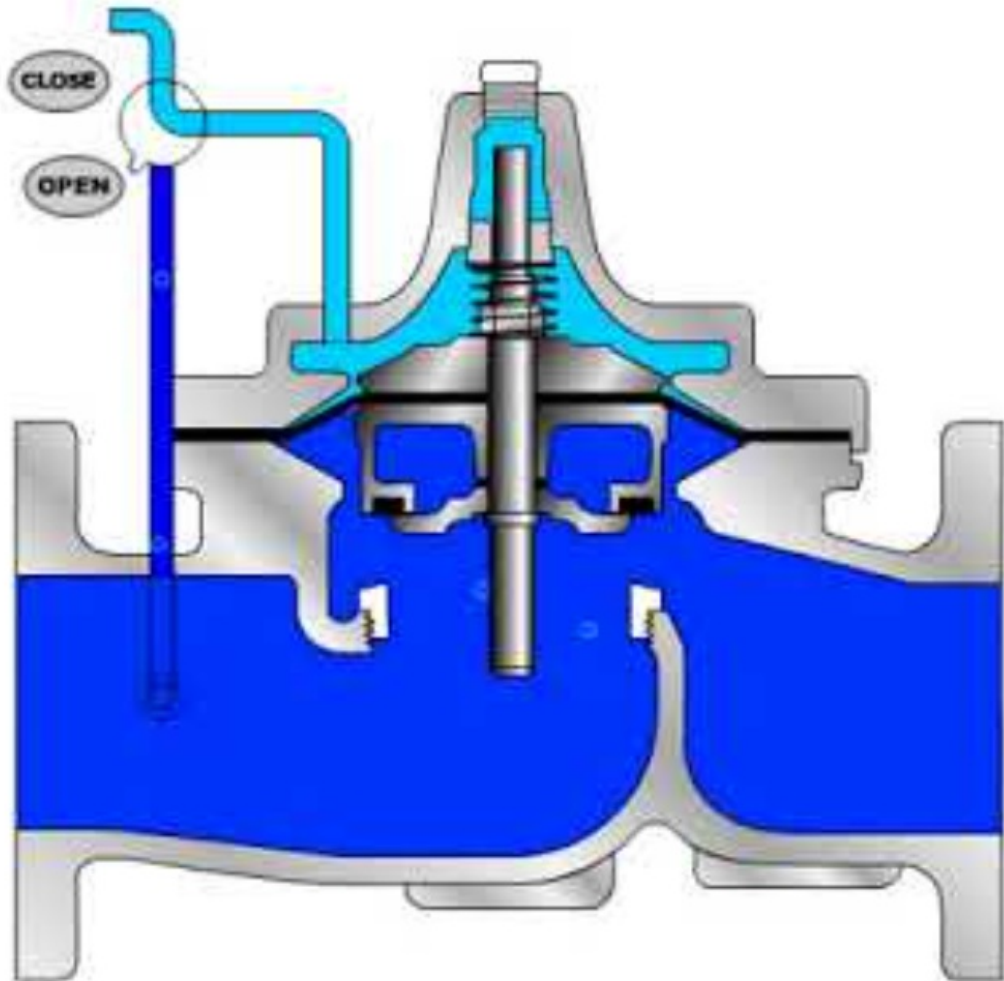


CLA Operations Guideline User Guide

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CLA Operations Guideline



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Placing Purchase Orders

- Orders are processed at CLA's head office in Sydney NSW
- The phone in this office is answered between the hours of 8:00AM and 5:00PM EST
- To avoid errors, dispatch of incorrect items and prevent delays in dispatch; please place your order in writing, clearly nominating the CLA part and quantity required
- Orders can be placed via email to sales@clalighting.com.au or faxed to 02 9938 7115
- CLA endeavour to dispatch all orders to YOUR STORE / BRANCH (Address advised to and recorded by CLA for Delivery of Goods):
 1. **received before 9:30AM EST** for SYDNEY, MELBOURNE and BRISBANE based customers with local couriers
 2. **received before 1:00PM EST** for customers based outside these main hubs with intra/ interstate couriers on the day of receipt
 3. **received before 3:00PM EST** for pick up from warehouse
 4. CLA will endeavour to dispatch all orders to 3rd parties **received before 1:00PM EST** the following day

Discrepancies / Inabilities to Dispatch

A Customer Service Staff Member will endeavour to email or call your store if

- Any items ordered need to be placed to backorder and will provide the current ETA (which is subject to change)
- Any items ordered have been discontinued and offer an alternative wherever possible
- CLA's price(s) differ to those nominated on your purchase order
- Your order is below the Minimum Order Value (MOV) and freight is payable

CLA Freight Charges

Orders for dispatch to YOUR STORE / BRANCH (Address advised to & recorded by CLA for Delivery of Goods)

- Orders valued @ \$130 ex GST will be FREE IN STORE (FIS)
- Orders valued below \$130 ex GST will attract a \$12.95 ex GST Freight Charge

Orders for dispatch to a 3rd party / Drop Shipped (within Australia only)

- Will attract a freight charge (POA)
- CLA will calculate and quote the freight charge and dispatch once authorized by you
- To avoid delays in dispatch, please advise if freight can be automatically added at time of placing your order
 - Couriers
 - require full name and address details (including postcodes)
 - Require a contact number or email if no one home or at the site to arrange another delivery
 - are not able to deliver to a post box
 - are not able to call on approach
 - are not able to nominate a time of delivery
 - require the authority to leave AND the nomination of a safe location (should no one be on hand to accept

delivery)

- When these instructions are given, CLA will not be responsible for missing/lost items
- CLA will pass on any fees incurred for the 2nd and additional delivery attempts made by a courier company (as per the Terms and Conditions (6.3 and 6.4))

Should you wish to use your own Courier Service OR pick up goods from our warehouse (orders must be received before 3:00PM EST)

- Please clearly mark your purchase order with instructions (Pick Up)
- CLA will advise your office when the goods are ready for Pick UP
- Advise will include the number of boxes, total weight, collection address and Pick Up Number
- Pick Up Number must be quoted by whoever collects the order. (If positive identification of the goods cannot be made, the collector may leave empty handed)
- You will be responsible for booking and tracking of this dispatch

Tracking Dispatch of Goods / Freight Enquiries / Proof of Deliveries

Copies of CLA invoices are emailed on the day of issue to the address(es) provided by you. The freight company and CGN (Consignment) Note are recorded in the bottom left hand corner

Courier	DFE (MEL)
CGN Note	3269400036275
Weight	0.2kg
Cartons	1
Area	CLAMEL

Should you need to track an order, please refer to the invoice

We ask that this information be used to track and retrieve your own POD's

Below is the list of Courier Short Names used on our invoices and the URL addresses for tracking Consignments

Courier Short Name	Courier Full Name	Tracking URL
DFE	Direct Freight Express	http://www.directfreight.com.au/
C/Please	Couriers Please	https://www.couriersplease.com.au/
Go Log	Go Logistics	https://www.gologistics.com.au/

Pick Up / Collection Times and Addresses

CLAHQ: Head Office NSW

Collection time: 9:00AM – 4:00PM EST

Collection Address: CLA Lighting, Unit 2 / 16 Ada Avenue Brookvale NSW 2100

CLAMEL: Melbourne VIC Warehouse

Collection time: 9:00AM – 3:30PM EST

Collection Address: CLA Lighting, Unit 1 / 4 Oakdene Grove Laverton VIC 3028

CLAQLD: Brisbane QLD Warehouse

Collection time: 9:00AM – 3:30PM AEST

Collection Address: CLA Lighting, 14-16 Calcium Court Crestmead QLD 4132

Drop-Ins

CLA do not have a showroom and are not set up to deal with the end customer and are not able to service dropins

CLA Returns and Credit Policy

Goods No Longer Required / Ordered Incorrectly

- Prior approval must be given by CLA for Goods to be returned for Credit All returned goods must be:
 1. Current stocked items
 2. In original packaging which is unsoiled, undamaged and unmarked
 3. In resalable condition
- Returns will be accepted with the original invoice number and date supplied
 1. Within 7 days of receipt of goods for CLEARANCE SALE items
 2. Within 1 month of purchase date, with no further action required regardless of reason
 3. Between 1 month and 6 months of purchase date with either an order to the value of the return or a 20% restocking fee
 4. Beyond 6 months at CLA's discretion and a 20% restocking fee will apply

NB: DISCONTINUED ITEMS will be at CLA's discretion and a 20% restocking fee will apply
- Cost and arrangement of returned goods is subject to the reason
 1. If an incorrect item was dispatched by CLA, CLA will bear the cost of arranging a replacement and collection of the incorrect item
 2. If the goods have been incorrectly ordered or are no longer required, the customer will bear the return freight costs

Credit Claims for Defective Product

1. Defects and Breakages

Without limiting any other benefits, rights or remedies the Customer might have, the Customer must inspect the goods on delivery and must within seven (7) days of delivery notify CLA in writing of any evident defect /damage, shortage in quantity, or failure to comply with the description or quote as ordered by the Customer. The Customer must notify any other alleged defect in the Goods as soon as reasonably possible after any such defect becomes evident and otherwise within the timeframes provided and in accordance with any applicable express warranty against defects provided by CLA in respect of the goods. Upon such notification the Customer must allow CLA to inspect the Goods.

2. Limitations & Exclusions

- Use of the product not in accordance with manufacturer's instructions (including any defect or failure of the product attributable to misuse, abuse, accident, non -observance of manufacturer's instructions or connection not in accordance with the voltage requirements specified on the product)
- Installation of the product not performed by a licensed electrician

- Normal wear and tear. Exhaustible components of the product are included under this warranty only where there is a defect in workmanship, or materials used
- Any appliance plate is removed or defaced by a person other than an authorised representative of CLA Lighting
- The product has been serviced or otherwise repaired by a person not authorised to do so by CLA Lighting or where non-approved replacement parts are used
- Defects which appear which are not notified to CLA Lighting within the Warranty Period (as per original invoice date or date of sale to customer as per proof of purchase)
- Defect, damage, or failure to a product resulting from misuse, accident, neglect, abuse, tampering, modifications or unauthorised repairs being carried out
- Influences sent through the power grid by the electricity provider such as intermittent humming or Power Supply noise in your product or other influences from mains power for the control of off-peak hot water, streetlights and other devices.
- Damage caused by alternative power systems (for example: solar inverters).
- Travelling costs incurred by CLA Lighting personnel or service agents travelling greater than 25km from an authorised service agent or the cost of renting, obtaining, and using special access equipment (i.e. scaffoldings, scissor lifts, etc.) for accessing products installed at a height of greater than 3 metres.
- Surface rust (Non-structural corrosion damage) or Tea Staining on 316 Stainless Steel components.
- Any kind of Pitting, Corrosion or rust occurring on Aluminium, 304 grade stainless steel, Antique Brass and Graphite coloured fittings that have been installed within 5km of any saltwater environment.
- Tarnishing of Solid Brass and Copper fittings including Antique Brass and Graphite Colours is a natural phenomenon when installed in outdoor environments when exposed to weather and will not be covered under warranty.
- Condensation formed in any outdoor fitting unless the condensation is excessive causing failure. This excessive amount is at the discretion of CLA Lighting Management and will be considered for warranty if found to be due to a fault in the manufacturing of the product. Condensation is considered as normal in any installation of outdoor lighting.
- LED fittings installed on same circuit as fluorescent lighting, exhaust fans, bathroom 3 in 1 units, ovens and microwaves. Having these installed on the same circuit with LED light fittings will void warranty.
- Non CLA Lighting drivers used which do not have the following protections: Short Circuit, Over Heating, Over Voltage and Overload.
- Reinstallation costs of LED Driver if it was supplied with Flex & Plug and removed during Installation. CLA Lighting is not responsible for any reinstallation costs if LED Driver needs replacing.
- Damage / Corrosion caused to any product when installed onto surfaces which may cause damage to fitting eg. Sandstone or Bush Rock.
- Any costs involved towards programming or reprogramming any automation systems including but not limited to C-bus, Dali, control 4 and others when having a CLA Lighting product or component replaced.
- Any costs for electricians to replace complimentary globes installed in any CLA Lighting Fittings.
- Defect, damage, or failure to a product resulting from any acts of God, including damages from lightning, power grid fluctuations, or power surges.

3. Warranty is Immediately Void if

- Any appliance plate is removed or defaced by a person other than an authorised representative of CLA
- The product has been serviced or otherwise repaired by a person not authorised to do so by CLA or

where non-approved replacement parts are used

- The warranty applies to defects which appear and which are notified to CLA within the Warranty Period (as per original invoice date or date of sale to customer as per proof of purchase)

4. Consumer Advised Defects

If a Consumer advises of a defect in a product purchased from you, within the warranty period specified for the product:

1. Request they stop using the product
2. Place an order (on official form if necessary) for a replacement if required (clearly stating REPLACEMENT for faulty and provide your original invoice number and date)
3. CLA will dispatch the REPLACEMENT either to your store **OR** if original order was DROP SHIPPED, direct to YOUR customer (**within Australia only**)
4. The customer is responsible for the cost of removal and re-installation of the goods
5. **If the costs of removal and re-install of the goods is in question, please contact credits@clalighting.com.au or phone 02 9938 7103 BEFORE making any further arrangements**
6. CLA will invoice your account for the REPLACEMENT
7. Raise a Credit Claim either:
 - Nominating the original invoice and date, if no REPLACEMENT was requested or
 - Nominating the invoice for the REPLACEMENT
8. Forward your credit claim and the information supplied by your customer to credits@clalighting.com.au
9. CLA will raise an RFC and respond with how to proceed
10. CLA will arrange for collection of the defective product from your store/branch OR if the original was DROP SHIPPED, from YOUR customer's address (within Australia only)
11. The defective item will be TESTED once received by our warehouse
12. If defective, CLA will credit your account
13. If the item is found to be in working condition or to have been used outside the recommendations, the original item will be returned to your store with the dispatch of your next order
 - The invoice for the REPLACEMENT will need to be paid according to your TERMS and CONDITIONS
 - If CLA is unable to REPLACE the defective product, CLA will refund the original purchase price

Please note that outstanding Request for Credit cannot be used to offset any invoices. Such matters are to be resolved as completely separate items to invoice payments. Only finalised Credit Notes can be applied to invoices due

Credit Claim Reference:	Date:
Claimants Company (CLA CustCode)	
Claimants Email Address	
Claimants Phone Number	
Purchaser's Name	
Purchaser's Phone Number	
Purchaser's Email Address	
Date of Purchase (attach proof of purchase)	
Installation Address / Project or Job Name	
Installing Electrical Contractor's Name	
Installing Electrical Contractor's Company Name	
Installing Electrical Contractor's ABN No	
Installing Electrical Contractor's Licence No	
Installing Electrical Contractor's Phone No	
CLA Part Number	
Installation of product – as much information as possible	
Nominate quantity of product used on the circuit	
Was a dimmer installed	Yes or No Brand and Model:
Was the circuit 2 way switched	Yes or No

Page No	Page No This is the page number of CLA most recent Catalogue
ETA	Current Estimated Time of Arrival for stock (which is subject to change)
Stk Available	In stock Quantity. Stock available at the time of report creation distributed across all of our warehouses
Sold in multiples	Minimum order quantity and multiple in which part must be purchased
YOUR Buy price	Single buy price, excluding GST (multiply Sold in multiples of for box/jar price)
New Product / Clearance	
CLEAR	Product priced to CLEAR (will be OBSOLETE once sold out)
NP0917	New Product introduced followed by numeric representation of year & month
Status (of Part)	
INDENT	Part ordered from Local Supplier, minimal Lead Time from Receipt of Order
OBSOLETE	Sold out, no longer in CLA's range and no direct replacement or alternative available at this time.
PENDING	Nil or Limited stock available, decision pending regarding the future of this part.
REPLACED	Discontinued by manufacturer, to be replaced with an alternative (which will be similar). Replacement will need to be authorized by you. CLA Customer Service will contact you on receipt of your purchase order.
REPLACES	New Product alternative to a discontinued product.
SUPERSEDED	Current Part which will be superseded by a new part (refer SUPERSEDES). The superseding item is a direct replacement not an alternative replacement.
SUPERSEDES	Upgrade or change made by manufacturer due to technological improvements. No change to appearance of product). The superseding item is a direct replacement not an alternative replacement. Superseding part number will only be available once original part is run out. (Nominated by an alpha suffix i.e. A or B etc).
TO BE ORD	Nil or limited stock, part to be re-ordered in the future.
TO BE REPLACED	New part to be introduced to range shortly.
XXXTBD	To be discontinued when stock sells out.
Refer Part	Replacement Part OR Replaced Part.


ABBREVIATION	EXPLANATION	ABBREVIATION	EXPLANATION
A/C	Alternating Current	MED	Medium
ANOD	Anodised Aluminium	P/C	Polycarbonate
BC	Bayonette Cap Globe Base Type (B22)	PA	Polyamide
BLK	Black	PL	External Ballast required/1U
CAN	Globe shape – candle	PLC	External Ballast required/2U
CFL	Compact Fluorescent (inbuilt ballast)	RECD	Recessed
CIRC	Circular	RECT	Rectangular
CLR	Clear	REFL	Reflector
COB	Chip On Board	RGB	Red/Green/Blue(multi)
COM	Commercial Use	RND	Round
CONN	Connectable	S/ADJ	Single Adjustable
COP	Copper	S/C	Satin Chrome
D	Degree (Beam angle of light distribution)	S/M	Surface Mounted
D/ADJ	Double Adjustable	S/N	Satin Nickel
D/L	Recessed downlight fitting	SBC	Small Bayonette Cap (B15)
DC	Direct Current	SES	Small Edison Screw (E14)
DIMM	Dimmable with recommended control	SIL	Silver
DOM	Domestic use	SMD	Surface Mounted Diode
ES	Edison Screw Globe Base Type (E27)	SML	Small
F&P	Flex & plug	SQ	Square
FL	Fluorescent (External Ballast Required)	SS304	Stainless Steel 304 Grade
F/RND	Globe shape – Fancy Round	SS316	Stainless Steel 316 Grade
FR	Frosted	T/F	Transformer (electronic)
HAL	Halogen	TRIPHOS	Triphosphorous
H/HOOD	Heat Hood	WH	White
LB	Long Body		
LED	Dedicated light Emitting Diode		
LGE	Large		
M/Amp	Milliamp		
M/BRACKET(S)	Mounting Bracket(s)		

CUSTOMER SUPPORT

ABN: 16 003 041 727
www.clalighting.com.au
P.O. BOX 7245 Warringah Mall NSW 2100
Email: sales@clalighting.com.au
Tel: 02 9938 7100
Fax: 02 9938 7115



Documents / Resources

	<p>CLA Operations Guideline [pdf] User Guide Operations Guideline, Operations Guideline, Guideline</p>
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References

-  [Express Transport | Direct Freight Express... when it's Urgent!®](#)
- [User Manual](#)

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