

Company products are supplied with a 5 year or 50 000 hour warranty on electronic components such as LED engine and driver from the original manufacturer and 12 month warranty on the manufactured parts. This warranty starts from the date of invoice.

Defect occurs in the first 12 months

The Company may repair the product on site free of charge, repair or deliver replacement product free of charge or issue a credit note for the net invoice value of the product with defects that can be verifiably shown to be due to a manufacturer fault. The course of action taken will be at the Company's sole discretion.

Defect occurs in 2 to 5 years

The Company will repair a returned Product or deliver a replacement or component of the Product, free of charge, or issue a credit note for the original value of the defective Product that can be verifiably shown to be due to a manufacturer fault. The course of action taken will be at the Company's sole discretion.

The warranty only applies to products used within the allowed specifications and will be rendered invalid if installation and operating instructions are not followed accordingly and/or if the product is altered in any way.

The Company reserves the right to decide upon the eligibility of any warranty claim and this may require the products to be returned to the Company for full analysis and testing.

Any replacement products will carry a new warranty as set out in the terms above.

In the event that no defect is found with the product the Company may choose to charge the purchaser for any costs associated with investigating the claim.

It is the responsibility of the customer to supply the part number of the product, its location and failure mode.

Any replacement Product will carry a new warranty, as set out in the terms above.

The warranty does not include the hire of specialist equipment required to access remote or elevated luminaires, this remains the responsibility of the customer.

Under no circumstances will the Company be liable to the customer for any loss of profit or other direct, indirect or consequential damage, loss or injury arising from the goods supplied.

Statutory rights and claims shall not be affected by this warranty.