

**LUG**[®]

LUG Light Factory Ltd.
Producer of Professional Lighting Fittings



General terms of guarantee on lighting products from the LUG Light Factory Ltd. Company

1. Definitions used in this document

Guarantor – Lug Light Factory Ltd., Gorzowska 11 Street, 65-127 Zielona Gora, Poland

2. General terms

The LUG Light Factory Ltd. Company, ul. Gorzowska 11, 65-127 Zielona Gora, Poland, KRS 0000290498, hereby grants a guarantee on luminaire products according to the terms specified below in this document. LUG hereby guarantees, that in case of exploitation of the abovementioned products in accordance with their rules of intended use, they will function properly throughout at least the granted guarantee period, with reservations specified in this document.

The Guarantor grants a guarantee on the sold goods for the following periods:

- 5 years on LUG&LED products – on the condition of registering the project at the LUG website by the client purchasing LUG brand luminaires
- 5 years on FLASH DQ products – on the condition of registering the project at the LUG website
- 3 years on FLASH DQ products
- 3 years on LUG&LED products
- 2 years on standard LUG products
- 1 year on LS luminaires
- 1 year on emergency lighting

3. Deadlines

Registration of the project must be carried out within no more than 60 days from the invoice issue date. The guarantee period starts on the invoice issue date. The guarantee is only effective, if the luminaires are used according to their intended purpose and installed according to the conditions specified in their catalog sheets, information brochures, instructions included with the products and in consistency with good practices by qualified personnel with proper authorization. The luminaires covered by the guarantee cannot be subjected to any mechanical or chemical overloads. The ambient temperature and power supply temperature must not exceed the nominal values. Violation of the above rules, as well as other conditions specified in this document, will result in the loss of rights granted by the guarantee.

4. Normal wear

The guarantee does not cover replaceable elements, such as: light sources, igniters, capacitors and other components subjected to normal wear during exploitation. The guarantee does not cover the natural wear of used materials, e.g. yellowing of the casings/lampshades, fading of the coatings, which may become discolored with the passing of time, as well as due to weather conditions. The guarantee also does not cover:

- faults resulting from incorrect product exploitation,



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- faults resulting from the actions of third parties, especially installers using products covered by the guarantee,
- faults resulting from events which are beyond the responsibility of LUG, especially force majeure events,
- faults resulting from the influence of chemical, thermal, mechanical, lighting and other factors, the effect of which on the products is contrary to the instructions, technical knowledge or reasonable life experience.

5. Complaint claims

Any claims need to be submitted via complaint claims forms, for which templates are available for download at the Company's Internet site.

http://www.luglightfactory.com/en/For_Wholesalers

Any Client submitting a claim is obliged to fill out a complaint claim form and send it via e-mail at the e-mail address reklamacje@lug.com.pl, alternatively via fax or post.

The condition for investigating a complaint is the purchase of a faulty product documented by a VAT invoice or fiscal receipt.

It is the obligation of any client entitled to a guarantee to deliver the product which is the subject of complaint to the Guarantor's registered office.

6. Method of settling a complaint

In the event that the complaint is justified, the costs of delivery are covered by the Guarantor, as long as the Client entitled to the guarantee contacts the Guarantor's complaint department (fax. +48 68 45 33 201, e-mail at reklamacje@lug.com.pl) and receives acceptance of the proposed method of delivering the product and the costs of delivery. The guarantee does not cover additional costs associated with the removal of damages. Guarantee responsibility is limited to the value of the products. In the event of submitting an unjustified complaint, the claimant will be responsible for claiming and transporting the product from the Guarantor. If the product is not reclaimed following a notice sent by the Guarantor, the claimant will be charged with the costs of storing the product and possibly also the cost of return shipment. The guarantee does not cover the dismantling, installation of a faulty product and possible losses associated with the need to dismantle, deliver, install the product, or temporary inability to use it. The Guarantor investigates claims within 14 days from the faulty product delivery date. The Guarantor informs the claimant of investigating the claim in writing, via e-mail or fax. If during the investigation it is established that the complaint was justified, the Guarantor:

- ☐ replaces the faulty product with a new one, free of faults, or
- ☐ carries out a free of charge repair of the faulty product.

The method of settling the guarantee claim is at the Guarantor's discretion. If, as a result of the complaint claim, there is a need to replace any elements in the faulty product, the guarantee does not begin anew for the replaced elements. LUG allows replacement of components in the products which are a subject of complaint for used ones.



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7. Other conditions

Reduction of luminous flux during the product's life cycle up to 0,6% / 1000h and a change in the LED modules' color are not covered by the guarantee. The parameters of new LED modules have a tolerance of + / - 10% for the luminous flux and product's efficiency. Guarantee on electronic components (power adaptors, controllers, stabilizers, LED modules) only covers damage which exceeds the nominal malfunction ratio of such equipment, which is 0,2% of faults for 1000h of operation. Regarding consumers this guarantee does not exclude, restrict, nor suspend the buyer's rights associated with deviations between the goods and the agreement. Guarantee details are available at the following website:
http://www.luglightfactory.com/en/Company/General_Sales__Warranty_Conditions

Contact:

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