

# CERTIFICATE OF GUARANTEE

## Grow light devices

### STL H1 – STL H3 – FLORA

#### PREMISE

LUXLED guarantees the products indicated for all manufacturing defects, malfunctions or breakage of components under the conditions indicated below.

#### WARRANTY PERIOD

For all products the warranty duration is 10 years up to a maximum of 30,000 hours of effective operation. The guarantee starts from the date of purchase indicated on the invoice or purchase receipt.

#### COLLATERAL TAKER

Replacement or repair under warranty can only be requested by the buyer who has purchased the product in LUXLED or from authorized LUXLED retailers.

#### PROTECTION OF COLLATERAL

Included in the warranty breakdowns and malfunctions found by the customer and confirmed by the LUXLED laboratory.

**The warranty does not protect the product in the following cases:**

- Product opened, tampered with or repaired by personnel not authorized by LUXLED.
- Malfunctions due to use of the product not in accordance with the "installation, use and maintenance manual".
- Breakdowns caused by exceptional natural events such as lightning, fire, flooding, etc.
- Performance impaired by the application of accessories not approved by LUXLED or authorized reseller.
- Breakdowns caused by the transport and not contested by the customer within 2 working days from receipt of the product.
- Defects, not visible in the place of use, such as slight mechanical imperfections or painting due to the normal production cycle.
- Deviation from electrical and photometric specifications if less than 10%.

#### ARRANGEMENTS FOR REPAIR OR REPLACEMENT UNDER WARRANTY OF THE DEFECTIVE PRODUCT

To request the repair / replacement of the product you must fill out the form "RMA" (downloadable from the site), together with the copy of the purchase document, and forward it to the e-mail address [assistance@luxled.it](mailto:assistance@luxled.it). LUXLED will authorize the repair by assigning, within 3 working days, an RMA number. **Only after receiving the RMA number the customer can send the product to the repair centre indicated in the RMA form. Any return of goods, unauthorized, may be refused or considered out of warranty.**

It is the sole discretion of LUXLED to choose between the repair of the product or its replacement.

The timing of repair / replacement of the defective product are linked to the availability of spare parts or replacement products. The repaired or replaced product will be returned to the customer, unless unforeseeable situations, within 5 working days from the date of receipt.

#### GUARANTEE COVERAGE AND LIABILITY

The warranty does not cover any costs incurred by the customer as a result of the defectiveness of the product; in particular, LUXLED will not be charged:

- **costs of shipping the product from the customer to LUXLED;**
- **installation costs / uninstallation of broken product.**

The warranty does not cover indirect damage caused by product failures or operations such as, for example, failure to operate and/or profit.

The costs of shipping the repaired and/or replaced products to the customer are borne by LUXLED.

#### INSTRUCTIONS TO THE CUSTOMER / INSTALLER

Read and scrupulously follow the instructions contained in the installation, use and maintenance manual of the product.

- Verify that the electrical components and/or systems connected to LUXLED products meet current regulations.
- Verify that, at the place where the product is to operate, there are the environmental conditions for which the product is designed and constructed.

#### LAWS AND JURISDICTION

For any dispute that may arise between LUXLED and the customer, as a result of the supply of LUXLED products, the jurisdiction is solely and exclusively the court of Brescia.

This guarantee absorbs and replaces any other liability arising from the products supplied; in particular, the customer may not claim damages and/ or reduction of the contract, except for the responsibilities provided by law.

Bedizzole, 01/07/2021