

Warranty

GENERAL 2 YEAR GUARANTEE

All fittings, excluding solar powered fixtures and kits supplied have a manufacturer's guarantee of 2 years. This means that in normal and fair service, (and without incorrect or inappropriate installation or location), any product sold by Konstsmide should have no fault develop within a minimum of 2 years from purchase. Any fault that is found is covered by guarantee to be repaired or replaced at the suppliers cost, within this period.

The customer is entitled to free repair or replacement if the product is deemed to be faulty due to any manufacturing defects in design, material or workmanship within the warranty period upon proof of purchase, when:

- For fittings, the product defect is reported within two months of its discovery;
- Lighting Online Group is notified in writing of the claimed defects;
- The product defect is acknowledged as such by Lighting Online Group as a result of faulty design, materials or workmanship;

Lighting Online Group shall not be liable for the failure of any Goods to comply with the warranty set in any of the following events:

- The defect arises because the Customer failed to follow Lighting Online Group's oral or written instructions as to the storage, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
- The defect arises because of damage caused during installation;
- The defect arises as a result of using spare parts or materials which are not provided by Lighting Online Group;
- The Customer alters or repairs such Goods without the written consent of Lighting Online Group;
- The defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions;
- The warranty shall not apply to any bulbs, drivers or components supplied by third parties that are incorporated in the Goods;
- Electrical systems in use do not comply with current sector regulations;
- Damage caused by accidents or for reasons of an Act of God, such as: lightning, floods, fires, or impact of environmental, climatic or any other conditions on the product;
- Damage caused by transport;
- Lighting Online Group shall not be liable for damages that may be suffered, directly or indirectly, by individuals, animals and property as a result of not following the instructions or regulations applicable to the installation, use and maintenance of the product.
- The warranty excludes lamps and control gear that fail within expected lifetime margin.
- If Lighting Online Group is unable to replace a defective product with the same it will use all reasonable endeavour to replace with an alternative of a similar specification. Due to changes in specification by LED component suppliers this is not always possible.
- The warranty is invalid if a product is used in a coastal location when it is stated as being unsuitable for this environment.

All Lighting Online Group & Konstsmide warranties/guarantees do not cover out of pocket expenses or consequential costs.