

Warranty

All LUTEC products meet the highest quality requirements and have been subjected to strict quality control. The products are designed, produced and tested in accordance with International & European safety standards.

LUTEC will grant an operational warranty under the following terms and conditions:

- 1 The warranty period for LUTEC products is 5 years (2 years for products within the Solar Energy ranges) and starts on the date of purchase. LUTEC offers an extra 15 year anti-corrosion guarantee on all galvanised and resin outdoor luminaires.
- 2 The guarantee applies to all LUTEC indoor & outdoor lighting purchased within the European Union and/or Switzerland whose packaging is labelled accordingly. Excluded are replaceable bulbs, batteries, starters and other wear & tear parts and consumables. The products are guaranteed against material, manufacturing or design fault whereby the scientific and technical state of the art applicable at the time the products were manufactured is relevant.
- 3 The guarantee only applies if:
 - the products are used as intended;
 - no unauthorised adjustments/modifications are made to the product by a third party;
 - the products are maintained and cared for as specified in the operating instructions;
 - the lights are mounted and installed in accordance with LUTEC's installation instructions;
 - the replaceable bulbs comply with the standards applicable to such replaceable bulbs and are specifically approved for the intended use (rating plate, installation/assembly instructions);
 - the product surfaces do not display any signs of chemical or physical damage caused by improper handling (e.g. use of unsuitable cleaning agents or sharp objects).
- 4 In case of warranty, please contact Lighting Online Group who must be promptly notified of any defect/fault within 30 days of finding the fault, otherwise Lutec will not recognise the claim. To make a claim under the warranty, submit the proof of purchase, including the date of purchase and the product model number to Lighting Online Group.
- 5 Statutory warranty rights remain unaffected by and apply in addition to this guarantee. The same applies to claims against the seller.