

# GUARANTEE STATEMENT

BRITOP Lighting Sp. z o.o. 47-240 Bierawa, Nowe Osiedle 13D, POLAND



We are an innovative, development-oriented company, which is why we attach great importance to the quality and reliability of our products. The full range of our products is subject to rigorous quality control. If, contrary to our expectations, any of our products does not work well or is defective, we offer a voluntary manufacturer's guarantee based on the following guarantee statement.

## **1. Guarantee statement**

BRITOP Lighting grants consumers a voluntary guarantee for a period of 5 years for lighting fittings equipped with integrated LED 24V modules and 2 years for replaceable LED light sources.

"Consumer" within the meaning of this statement is a natural or legal person who owns a BRITOP Lighting product that he has acquired not for further sale or installation to third parties as part of his business or professional activity. "First end consumer" is the consumer who first purchased the product from an authorized seller or other natural or legal person who sold or installed this product as part of their own business or professional activity.

## **2. Guarantee period**

The voluntary guarantee service for lighting fittings equipped with integrated LED 24V modules is 5 years, and in the case of replaceable LED light sources 2 years, and starts on the day of purchase by the first end consumer.

## **3. Guarantee protection**

The guarantee covers the correct lighting function as well as the efficient operation of electronic components. The determinant in this case is the state of knowledge at the time of production of the article.

As regards lamps with permanently built-in LED light sources, due to the guaranteed and prescribed lighting function, the following limitation applies: According to the current state of technology, the power of LED bulbs decreases over time, but these bulbs do not stop working suddenly. The cause of the ageing process (degradation) is first of all the impact of the thermal factor on the crystal, which in LED technology is completely correct. In this case we are dealing with the wear of parts due to their use.

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## 4. Guarantee services

In the event of defects during the guarantee period, the guarantee service consists in that the companies of the BRITOP Lighting Sp. z o.o. group, at their own discretion, will repair the product for the consumer free of charge or replace the defective product with a new one of the same kind and type. If, at the time when the defect occurs, the replacement element is no longer available, BRITOP Lighting Sp. z o.o. has the right to provide a similar and equivalent product.

Guarantee services do not cause extension of the guarantee period and do not activate a new guarantee. The remaining guarantee period applies also to the replaced product. The costs, allowances, postal charges and the like incurred by the entity receiving the guarantee will not be covered. Also, costs of assembly, disassembly and transport will not be reimbursed. Damages resulting from plant closure, loss of profit and other damages resulting from product defects are not covered by the guarantee.

## 5. Guarantee claim and guarantee certificate

The right to guarantee service exists only if the defect is reported to the Seller in writing. The condition is to report it immediately after the defect in the product which occurred during the guarantee period has been discovered. In addition, it is necessary to submit the original receipt for the purchase of the product as well as the product in question. For this reason, it is necessary to keep the relevant receipt for the purchase of the product until the end of the guarantee period.

## 6. Conditions and exclusion of the guarantee

Any replaceable bulbs, all second-choice products sold as such and display units are explicitly excluded from the scope of coverage of the voluntary guarantee protection.

This guarantee obligation is effective provided that

- the products were used as intended,
- the installation of products has been carried out in accordance with the attached instructions,
- both limit values of the supply voltage and the influence of external factors were complied with,
- no changes or other modifications have been made to the product,
- the principles of repair and maintenance in good condition and use of the products are adhered to in accordance with the operating instructions,
- recommended bulbs are used that meet applicable standards and regulations,
- there are no signs of chemical or physical factors on the surface of the products that arose as a result of the use of the product not in accordance with its intended use, for example as a result of the

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use of improper care and cleaning agents or sharp objects, as well as signs of fracture or use of force. Damages resulting from the above are not covered by the guarantee,  
- sales documents have neither been changed nor illegible.

## **7. Other claims**

Regardless of this guarantee protection, whether the guarantee protection is exercised or not in the case of a guarantee claim, the statutory warranty right arising from the protection of consumer rights is not limited in any way. Also, the rights resulting from the Act on liability for defective products in case of wilful act or gross negligence will in no case be limited.