

In accordance with the conditions herein and in accordance with our terms and conditions, Lux Box warrants that, during the warranty period stated in the data sheet and our terms and conditions as the “Relevant Period”, products that are sold by the company shall be free of manufacturing and material defects when used as intended.

The warranty offered by Lux box applies exclusively upon condition that:

1. The products are used in conformity with the stated product and usage specifications (particularly according to the data sheet, specification sheet, product brochure, product label and any other relevant publication).
2. The products have been professionally installed and put into service according to the installation instructions.
3. The maintenance and repair services on the products have been performed exclusively in accordance with the manufacturer’s specifications.
4. The acceptable limits for temperatures and voltages according to the relevant technical or product-specific standards indicated are not exceeded.
5. The product is not exposed to any unintended mechanical and /or chemical stresses and / or other harmful environmental influences.

The warranty exclusively covers products that have failed due to proven material, design or manufacturing flaws.

Claims under warranty can only be considered if the company is notified within 30 days of defect being noticed; the notification shall be in writing with a copy of the applicable purchase agreement or invoice and corresponding proof of the defect that has appeared.

If, on inspection of the product, it should appear that the case is covered by the warranty, it is within the discretion of the company to repair the defective product, to deliver an equivalent product free of charge or to offer a price reduction . This warranty shall not apply to product failures that have already been corrected through exchange, repair or credit for the unit within the scope of the warranty. When any supported claim under the warranty has been fulfilled, the warranty period does not start to run again.

Warranty claims are processed through our head office utilising our current returns procedure, details of which may be obtained from the company.

Notes:

1. All replacement products or parts may contain new or recycled materials whose performance and reliability are equivalent to new products or parts.
2. ‘Recycled materials’ are parts or products that are used or reconditioned and are not new. Although such parts or products are not new, after reconditioning or overhaul the condition is ‘like new’ with respect to performance and reliability.
3. The dimensions and design of the replacement product may deviate from the original product.
4. The functionality of all replacement products or parts is equivalent to that of the product or part being replaced.
5. Replacement products or parts shall not exhibit any material or manufacturing defects for the remainder of the applicable warranted period for the product that is replaced or in which they are installed

The warranty shall not apply to:

1. Any incidental costs arising in connection with the correction of defects (warranty fulfilment), such as for installation and removal, transport of the defective and repaired or new product, disposal, travel and transit time, hoists, scaffolding); these costs are borne by the buyer.
2. Wear of consumable parts such as all light sources
3. Accessories, such as extension LEDs, battery end caps etc.
4. Plastic parts (e.g. made of polycarbonate or ABS) to the extent they discolour or become brittle due to the natural ageing process.
5. Product defects that are attributable to software errors, bugs, viruses or the like.
6. Services that may be needed from time to time, such as recommissioning, software updates, etc.

Additional Notes:

1. The warranty expires immediately if the customer or third parties make or perform changes, repairs, service work or troubleshooting without the prior written consent of the company
2. For LED products: The colour tolerance of LED modules is not covered by the warranty. The luminous flux and performance are subject to tolerances. All relevant technical data is mentioned in the product and application specifications. In the case of subsequent deliveries of the same product, there may be deviations in light properties with regard to the original products due to normal tolerances, technical progress and usage-induced change in the luminous flux and light colour of products.
3. The customer's guarantee rights under statute are not excluded, limited or changed by these terms of warranty.
4. In performing warranty services, Lux Box is liable, irrespective of the legal reason, exclusively in accordance with our Terms and Conditions of Sale and Delivery in the version existing at the time the Warranty is granted which may be requested from Lux Box by the customer. Otherwise, all liability for damages is excluded.
5. 'Return to base' policy is applicable for all returns
6. This warranty is subject exclusively to United Kingdom law.