

## Warranty

*- How long do I get warranty?*

Led-e-Lux gives you 2 years warranty on your purchase. Also, after 2 years we will support you to solve problems with the light fixtures. The guarantee offered by Led-e-Lux is an extra service, this does not affect the legal rights. At Led-e-Lux legal warranty applies. Legal warranty means that a product must do what the consumer can reasonably expect from it.

*- Do I get 2 years warranty on all products?*

In some cases, you cannot claim the warranty:

- Defects or wear and tear as a result of negligent maintenance,
- If changes in or to the article have been made by third parties,
- If the date on the invoice has been changed or made illegible,
- By defects that have arisen as a result of improper or incorrect use such as injudicious use, or not following the accompanying instructions for use,
- Damage caused by intent or gross negligence,
- In the event of an external calamity such as a lightning strike and the like,
- Overheating due to central or other heating or by using a higher wattage than prescribed
- Costs caused by third parties to repair a defective item are not reimbursed.

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*- How does Led-e-Lux solve my warranty complaint?*

If you want to make a warranty claim, you must contact the customer service of Led-e-Lux by sending an email to [info@ledelux.nl](mailto:info@ledelux.nl). Please describe as clearly as possible what the complaint is. We will do everything to resolve your complaint. Led-e-Lux produces in house which has the advantage that we have parts in stock. If your product can not be repaired, you will receive a new product. We can also replace light sources for you, even after your warranty has expired.