

## **Product Warranty of LED-Lampes.eu**

LED-Lampes.eu guarantees all products sold by LED-Lampes.eu and all goods are strictly QC checked.

All products sold from LED-Lampes.eu are covered by warranty of 3 years from the EXW date.

Warranty Groups:

Resellers or their direct customers or customers who purchase directly from LED-Lampes.eu . The warranty applies if any of the following occurs:

- a. Failure of function without external factors.
- b. Light flickering.
- c. Over 35% depreciation of light output compared with initial lumens.

LED-Lampes.eu's liability under the limited warranty:

- a. Within the warranty period, LED-Lampes.eu provides free repair service.

LED-Lampes.eu will treat the warranty as below:

- Within 30days --- LED-Lampes.eu provide replacement or repair with free shipping
- 30days to 1st year --- LED-Lampes.eu provide spare parts for repair with free shipping
- 1st year to 2nd year -- LED-Lampes.eu provide spare parts for repair and pay 50% of the freight cost
- 2nd year to 3rd year --- LED-Lampes.eu provide spare parts for repair and customer will pay full freight cost

Exclusions---This warranty does not cover the following:

1. Problems caused by improper operation by the end user, including damage of the light source and driver caused by unstable current flow.
2. Goods dismantled or modified without approval by LED-Lampes.eu. Goods Not purchased from LED-Lampes.eu .
3. Operation temperature exceeds the range of -40°C to 55°C
4. Repair work done by unauthorized personnel without LED-Lampes.eu's approval.
5. Force Majeure or other act of God.
6. Damages caused by installation not in accordance with LED-Lampes.eu's Instructions, or directly connected to AC without the removal of the ballast.
7. It is normal that less than 0.3% LED chips burn out of any single lamp.

Customer's liability:

- a. Customers must provide clear pictures or video to verify the warranty claim.

b. Customers must open the parcel to check lamps before signing the courier receipt, some problems do occur during delivery, if signed for without checking, warranty is void.

\*Note: LED-Lampes.eu will continue to provide repair service with minimum charge on repair parts and shipping, after the warranty period.

Contact our sales person or the service manager listed as below: for all after service.

Service manager: Julian Silver

Email: [info@LED-Lampes.eu.com](mailto:info@LED-Lampes.eu.com)