

Warranty Conditions 01.01.2016

1) The period of warranty shall start from the date of delivery of the product to the customer and shall cover a period of 24 months.

2) These warranty conditions apply to products purchased in Germany. These conditions of warranty also apply if these products are exported abroad and meet the technical requirements (e.g. mains voltage, frequency) for the respective country and which are suitable for the respective climatic and environmental conditions.

3) Every and all parts of the product are under LUMILOOP's warranty coverage against any defect that may have occurred during production and assembly or is due to defective parts..

4) In case of repair within the warranty period, the time spent on the repair work is added to the warranty period.

A warranty event does not lead to a new warranty period. The warranty period for replacement parts ends with the warranty period for the original product.

5) In case of failure of the product during the warranty period, LUMILOOP or a reseller company has to assign another product to the customer with similar features until completion of repair of the product.

6) Within the warranty period, if the product fails because of general material and workmanship, or mounting faults, it will be repaired without demanding any charge.

7) In case of any defect of the product, occurring more than three times in one year or five times within the warranty period, the customer may demand replacement or refund of the product.

8) Free repair and product exchange obligations will be annulled under the following conditions:

a) If the product becomes faulty due to use contrary to the terms or conditions stated in the user's manual,

b) If the product has been opened, used, or previously repaired by unauthorized persons,

c) Use of the product by plugging into inappropriate voltages or with faulty electric installation,

d) If the product serial number has been altered or removed,

e) If the fault or damage to the product occurred during the transportation outside of the responsibility of LUMILOOP,

f) Significant mechanical damage to the product's exterior while in the customer's possession,

g) Damage from chemical and electrochemical effects of any fluid,

h) Damage due to the use with spare parts, accessories or devices other than the original parts,

i) Damage caused by natural disasters such as fire, lightning, flood, earthquake, etc.

9) A report investigating the fault will be prepared by LUMILOOP and provided to the customer.

10) Warranty claims must be presented in a written form to an authorized reseller or directly to LUMILOOP at the address below:

LUMILOOP GmbH
Gostritzer Str. 63
01217 Dresden
Germany
E-mail: info@lumiloop.de