

SPECIAL GUARANTEE 3 YEARS

This document establishes the Politics of Guarantee that ARKOSLIGHT offers for the LED products.

1. Period of the Guarantee

Is the ARKOSLIGHT commitment to apply this Guarantee as long as the product is within the Guarantee period:

- The duration of this Guarantee is for a period of THREE YEARS.
- The Guarantee period begins from the invoice date.
- The above mentioned period is based on a maximum working time of 4.000 hours/year.

The repair or substitution of the pieces does not prolong the guarantee.

2. Conditions of the Guarantee

This guarantee includes the repair, replacement, substitution for other similar or return of the purchase price of any piece whose non-conformity is due to manufacturing reasons, previously analysed by ARKOSLIGHT and as long as the product is within the Guarantee period.

The following conditions will have at least to be fulfilled:

- The product will have to have been installed under the conditions (minimal distances, separation between luminaires or other objects, etc.) specified in the leaflet instructions of the product and / or in the catalogue, as well as in any other document delivered with the product.
- The ambient temperature must not exceed in any case the working interval of temperatures (from -20°C to 30°C).
- The supply tension will have to be in every moment in the tension range indicated in the product.
- The product must not be exposed to mechanical charges.
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The relative humidity of the installation will not be higher than 60 %.

- Products must not be exposed to external substances like lime or any other harmful agents, chemicals or obstructives nor to corrosive, acidic or aliphatic environments.

As the case might be, it will be allowed the access to the installation to the representatives and / or to ARKOSLIGHT's authorized personnel in order to verify the non-conformity of the product and the conditions of the installation.

3. Limitations of the Guarantee

This Special Guarantee only will be valid for the products included in this Special Request for 3 years Guarantee, which will have to be previously approved by ARKOSLIGHT.

This guarantee contemplates only the failures in the product caused by material faults, design or manufacturing.

The following cases remain excluded from this guarantee:

- The breakdowns or defects produced by badly use, incorrect or not legal installation.
- The defects produced by fluctuations in the electrical supply.

- The breakdowns produced by major force reasons, such as floods, fire, acts of war, vandalism or similar, etc.
- The deteriorations in the superficial aspect caused by the utilization of undue cleanliness products.
- The products that have been manipulated and / or modified (included the labelling) by personnel not authorized by ARKOSLIGHT.
- The failures attributable to the client or to any third part.
- Failures of any accessory or components that are not a part of the products covered by this Guarantee.
- Any product that does not fulfil anyone of the conditions specified in the previous point (Conditions of the Guarantee).

Excluded from the Guarantee are both the transport of the product and the installation and dismantling of the same one, included the access (scaffoldings, elevators, etc). The costs caused by the failure of the installation or any other type of damages are also excluded from the Guarantee.

4. Claims of the Guarantee

- The right to this Guarantee will be only and exclusively applied to ARKOSLIGHT clients and never to third parts.

- The client will provide all the necessary information needed by ARKOSLIGHT, which will be at least the following one:

- Both Invoice and Installation dates.
- Product reference.
- Detailed description of the problem.
- Both number of defective and installed products.
- Working hours and commutation cycles.

Likewise, previously requested by ARKOSLIGHT, the damaged product will have to be sent back immediately to be checked and to be able to confirm the validity of the guarantee.

This Guarantee will not have any validity or effect if it is not accompanied by its corresponding invoice or purchase ticket.

ARKOSLIGHT will be able to return the client the returned material that is not considered to be defective by manufacturing problems. In this case, the client will take care of the expenses coming from the transport, inspection and management associated to this returning of goods.

ARKOSLIGHT reserves the right to modify these conditions and terms for future guarantees without previous notice.

5. Jurisdiction

For all discrepancies deriving from the present Guarantee, vendee and seller submit explicitly to the jurisdiction of the justice and tribunal of Valencia/Spain.