

Stary Wiśnicz, 08.06.2022

GENERAL WARRANTY CONDITIONS OF MILOO LIGHTING PRODUCTS

I. Definitions used in the document

Warranter – MILOO-ELECTRONICS SP. Z O. O., Stary Wiśnicz 289, 32-720 Nowy Wiśnicz, Poland

II. General conditions

In light of the applicable laws and subject to the operation of the following products in accordance with the principles of their intended use, MILOO-ELECTRONICS SP. Z O. O., a Polish manufacturer of LED lighting fixtures with headquarters in Nowy Wiśnicz, grants the buyer a manufacturer's warranty for:

- 84 months for the applied LED light source:

SPACE 2.0

- 60 months for the applied LED light source:

ARES	BASE	BASSO SUPER SLIM	HERMETIC PLUS NU
DRAGON 2.0	CUBE	HADES 2.0	LIGHT STEP ECO
HERMETIC PLUS HT NU	HERMETIC PLUS COMPACT NU	I-LENS 2.0	PONTOS
MEDILED 2.0	ORION	PETROL 2.0	SOLARIS 2.0
QUATTRO 2.0 SLIM	SCORPIO	HERMES	
QUATTRO 2.0 SLIM AW	SMART LINE 1F	HERMES 24V	
SOLARIS 2.0 OUTDOOR	SUMO 2.0	HERMES 2.0	

- 36 months for the applied LED light source:

I-LINE 2.0	CIRCLE II	ROLLER ECO
MEZZO	FUTURA 2.0 K	VEGA 2.0 NT
GUARD	I-SPOT	GARDEN S
BARREL 2.0	I-SPOT SPECIAL	ŚWIETLÓWKI LED
LINK	MINI RING	TOP
LINK PT	ROUND	S-LINE 2.0
PLACE	COMMA	SWAY

- 60 months for the remaining elements of the lighting fixtures.

- 24 months for the lighting fixtures:

ECO STEP	SURFACE LED
ARCHE	SMART LED

MILOO-ELECTRONICS SP. Z O. O. may offer an individual paid extension of the warranty on the light source up to 84 months based on individually determined conditions.

MILOO-ELECTRONICS sp. z o.o.

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XII Wydział Gospodarczy KRS
Kapitał zakładowy: 3 680 000.00 zł

III. Detailed conditions of the warranty on LED lighting fixtures:

1. The warranty applies only if the fixtures have been used in accordance with their intended purpose and installed according to the conditions set out in the data sheets, information brochures, instruction manual accompanying the product, and in accordance with the best practices, by skilled staff holding the appropriate authorizations.
2. This warranty applies only to products sold and used within the territory of the European Union.
3. The warranty period begins from the date of purchase of the fixtures and is counted from the date of sale on the cash register receipt or invoice. In the case of purchase at a distributor, the date of purchase on the distributor's document decides.
4. The warranty covers latent defects in the product that become apparent during its use. In the event of a warranty claim the product must be delivered to the Warranter along with a legibly filled warranty claim protocol and a legible copy of a proof of purchase (invoice or cash register receipt).
5. The revealed defects in the product will be repaired free of charge at the manufacturer's headquarters within 14 working days from the date of acceptance for repair.
6. If it is not possible to repair a defect, the manufacturer will replace the product with a brand new one of the same model, or if that is not possible, with a product of similar technical characteristics.
7. The warranty will each time be extended by the number of days of the warranty repair.
8. In order for the product to be repaired under warranty the complete product should be delivered to the company headquarters. The Warranter does not bear the costs associated with the dismantling and reassembly of the lighting fixtures as well as the shipping costs.
9. The cost of return shipment of the device following the guarantee repair is borne by the guarantor.
10. In the case of an ungrounded complaint, the customer will be charged a lump sum of PLN 45 (net) for diagnostics per each piece of STERYLIS equipment plus return shipment cost.
11. In special situations, when the MILOO-ELECTRONIS factory service performs a service directly at the place of installation of lighting fixtures, the costs of unjustified notification are determined individually.
12. The Warranter does not cover the additional costs associated with the removal of the losses. The liability of the Warranter shall be limited to the value of the product.
13. After the expiry of the warranty the Warranter shall provide post-warranty services and the possibility of paid repair.
14. This warranty for the sold product shall not exclude, limit or suspend any of the buyer's rights resulting from the non-compliance of the goods with the contract.

IV. The warranty does not cover:

1. Defects resulting from improper use of the products.
2. Defects resulting from the actions of third parties, in particular the installers using the products covered by the warranty.
3. Defects resulting from events, for which MILOO-ELECTRONICS SP. Z O. O. is not responsible, and in particular force majeure.
4. Defects resulting from the effects of chemical, thermal, mechanical, light and other factors, whose impact on the products is in contradiction with the use instructions, technical knowledge or principles of life experience (in particular, exceeding the limits of voltage and ambient temperature).
5. Natural wear and tear of the used materials e.g. yellowing of the lampshade, dulling of the painting coatings, which can become discolored with the passage of time or as a result of weather conditions.
6. Reduction of the luminous flux resulting from the natural wear of the diodes.

V. The warranty is voided in the case of:

1. Use of the fixture contrary to intended purpose specified in the instruction manual.
2. Installation of the lighting fixture contrary to the instruction.

VI. Other conditions

1. The parameters of new LED modules are subject to the tolerance of +/-10% for luminous flux and product performance.
2. The decrease in the luminous flux during the use of the product reaches up to 0.6%/1000 h of work at maximum ambient temperature of 25°C with optimally ventilation. In case of work in higher temperatures or with the worse ventilation decrease in luminous flux may be greater than declared.