

WARRANTY TERMS

KLUS guarantees that the sold LED tapes with IP20 protection degree, used and serviced under normal conditions are free from defects resulting from the quality of workmanship or material for 7 years (seven) from the date of purchase.

The only exceptions to the seven-year warranty period are:

- K-NF, WP, RGB, RGBW family products and devices with IP65/67 rating, which have four-years (4) warranty.

KLUS guarantees that the sold LED profiles, LED lighting fixtures and accessories from KLUS are free from defects arising from workmanship and/or material for 4 (four) years from the date of purchase if used and serviced under normal conditions.

The only exceptions are:

- KA-COM cover and T cover with 12-months warranty

- Power supplies:

KLUS is a distributor of power supplies. Power supplies sold by KLUS are covered by the manufacturer's warranty. The manufacturer of power supplies guarantees that the products are free from manufacturing and material defects for a period to be determined for each product. The warranty period varies depending on the manufacture of power supplies.

The warranty begins from the date of purchase set out on the VAT invoice or receipt confirming the purchase.

The warranty covers only manufacturing defects and defects resulting from causes inherent in the goods, i.e. hidden defects caused by manufacturing defects or hidden flaws.

1. The warranty becomes invalid in the following cases:

- 1.1 The products are used incorrectly, contrary to their purpose.
- 1.2 Deliberate damage to the product
- 1.3 The product is used under conditions not described in the catalogue and manual
- 1.4 Extreme heat or cold
- 1.5 Unauthorized alterations, repairs, interference by unauthorized persons
- 1.6 Failure to observe operating rules, mechanical damages
- 1.7 Connecting LEDs or fixtures to a power supply with improper output voltage
- 1.8 Improper selection of the power supply (example: connecting a 18W power supply to a 20W lighting fixture)
- 1.9 Improper installation, storage, transport
- 1.10 Damage caused by force majeure (e.g. mains overvoltage, lightning, fire, flood, earthquake)

2. Handling of complaints

Complaints should be submitted using the electronic complaint form at www.klusdesign.pl.

When accepting the package, the Customer is obliged to check its condition in the presence of the shipper.

In the event of damage to the package or the goods at the time of delivery, note appropriate disclaimer on the transport document immediately after receipt and draw up an appropriate damage report in the presence of the shipper.

Any claims relating to delayed goods, lost or damaged in transit are the responsibility of the carrier and must be reported within 24 hours to the carrier.

Quantitative and qualitative defects, as well as technical defects detectable visually, should be submitted within 14 days from the date of delivery - otherwise the claim will not be accepted.

KLUS responsibility under warranty includes the obligation to repair or replace defective products, at the discretion of KLUS.

The Customer is obliged to send the defective goods, unless otherwise decided by KLUS.

The Customer, at his own cost, delivers the damaged goods along with the proof of purchase to the address: 05-500 Piaseczno - Łoziska, ul. Leśna 24.

In the case of an unjustified complaint, KLUS may charge the Customer with the cost of services related to the complaint.

In the case of disputes related to the relations based on agreements concluded by the parties, for which these terms may apply, the Civil Court with jurisdiction over the seat of the company applies.

These Warranty Terms apply from 23.01.2020 and relate to all orders placed after this date.

www.KlusDesign.eu

Inspiring LED Lighting Solutions