

Terms and Conditions of Lucent Lighting Warranties

In the warranties below the following terms shall have the following meanings:

“Lucent” means Lucent Lighting Limited.

“Lucent LED Products” means any:

- 1) Lucent ProSpex® luminaire and/or system using an LED light source (excluding retrofit LED lamps); and
- 2) driver approved and supplied by Lucent.

“Lucent Products” means any:

- 1) Lucent ProSpex® luminaire.
- 2) lamp, transformer, ballast, control gear and/or driver approved and supplied by Lucent.

“Standard Warranty Period” means the warranty period applicable under the Standard Warranty being a period of one year from the original date of purchase of the Lucent Products.

“Extended Warranty Period” (limited to LED Products only) means the warranty period under the Extended Warranty being a period of four years commencing on the expiry of the standard warranty.

“Warranties” means the Standard Warranty and the Extended Warranty.

General

No rights are given under the Warranties to any person acquiring a product second hand.

Any product not manufactured by Lucent, including (but not limited to) lamps, transformers, ballasts, control gears and drivers, will not carry the benefit of the rights under Warranties unless supplied by Lucent. This includes any such product which is sold by any of Lucent’s agents, affiliates, authorised resellers, or country distributors but that has not been supplied by Lucent.

Lucent will not be liable for any loss, damage, cost or expense incurred as a result of the installation or removal of any Lucent Product or any failure caused by a product for which Lucent is not responsible.

In the event that Lucent is unable to replace or repair any defective Lucent Product under the Warranties it will use reasonable endeavours to provide an alternative of similar specification and quality. In respect of Lucent LED Products whilst reasonable endeavours will be taken to match the light quality, LED bin and/or colour temperature of the LED’s used for any replacements, it may not always be possible to do so, due to the age of the product, changes in the LED suppliers product specification and availability. In these circumstances Lucent will use reasonable endeavours to offer the closest alternative available.

Replacement parts provided under the Warranties are warranted on the same terms and for the remainder of the warranty period Of the Lucent Products they are replacing or in which they are installed.

All Lucent Products and component parts removed under the Warranties become the property of Lucent.

The Standard Warranty

The Standard Warranty applies only to Lucent Products sold by Lucent or its agents, affiliates, authorised resellers, or country distributors.

Lucent guarantees that Lucent Products are free from defects in materials or workmanship under normal use during the standard Warrant Period.

During the Standard Warranty Period, Lucent will, (following prompt written notice of the issue(s) and a reasonable period for investigation) at its discretion, repair or replace either the whole Lucent Product or any part of it (excluding glass) that Lucent deems to be defective as a result of a material or manufacturing fault, Lucent will not be in any way liable under the Standard Warranty in respect of any Lucent Product that:

- 1) was not originally installed by a qualified electrician in accordance with:
 - a) the installation instruction supplied with, or printed on, the Lucent Product or published on the Lucent website (www.lucent-lighting.com)
 - b) the standards of good practice; and
 - c) relevant local wiring regulations;
- 2) was not installed in suitable environmental conditions (including but not limited to ambient temperature, moisture level and air flow) for that Lucent Product;
- 3) has been altered or modified in any way by third parties not authorised by Lucent;
- 4) has been subject to misuse (including but not limited to incorrect operation by the user or connection to or operation with an unsuitable power supply);
- 5) has been previously repaired by a person other than an authorised representative of Lucent; or
- 6) it considers is defective due to the failure of a non-Lucent Product.

The standard Warranty Period will only be valid if the date of purchase is confirmed by an official invoice issued at the time of purchase.

Extended Warranty

The Extended Warranty applies only to Lucent LED Products invoiced after January 1 2012 which is sold by Lucent or its agents, affiliates, authorised resellers, or country distributors and where the customer has fully completed and returned the "Lucent LED Warranty Extension Registration Form", available on the Lucent website (www.lucent-lighting.com), along with proof of purchase, within 45 days of purchase.

If all of the above conditions are satisfied Lucent will issue an Extended Warranty document guaranteeing the Lucent LED Products are free from defects in materials or workmanship under normal use during the Extended Warranty Period.

During the Extended Warranty Period Lucent will (following prompt written notice of the issue(s) and a reasonable period for investigation) at its discretion, repair or replace either the whole Lucent LED Product or any part of it (excluding glass) that Lucent deems to be defective as a result of a material or manufacturing fault. Lucent will not be in any way liable under the Extended Warranty:

- 1) in respect of any Lucent LED Product which was not supplied as part of a complete package (i.e., LED module, luminaire and driver all supplied by Lucent)
- 2) in respect of any LED Product which has not been used with a Lucent approved driver; or
- 3) where any of the conditions numbered (1) to (6) of the Standard Warranty terms and conditions (above) apply in respect of the Lucent LED Product.

In order to benefit from the Extended Warranty, customers must fill in all the information requested and return the form to Lucent Lighting – Warranty Department, The Old Station House, 7a Coppetts Road, London, N10 1NN, United Kingdom, or via email warranty@lucent-lighting.com within 45 days of purchase. For enquiries please either contact your Lucent Distributor, Lucent direct using the details above or our Customer Services Department.

Upon receipt of a completed product information Lucent will issue an Extended Warranty document, which will include an identification number, which you will need to quote in all future correspondence.

Making a claim under the Warranties

In order to make a claim under either the Standard or Extended Warranty, please contact the Lucent Warranty Department by post at Lucent Lighting – Warranty Department, The Old Station House, 7a Coppetts Road, London, N10 1NN, United Kingdom, or via email warranty@lucent-lighting.com.

After authorisation, please return the complete product, or sub-assemblies/parts as directed by the Warranty Department in its original packaging (if possible) together with your Invoice or Proof Of Purchase, and relevant paperwork and if claiming under the Extended Warranty your Warranty Identification Number, the distributor from whom the product was originally purchased or to Lucent with prior consent (or if purchased directly). All carriage and return charges or duties are the responsibility of the customer and are not covered by the warranty.

Lucent Products returned under the Warranties should be appropriately packaged to prevent damage during transit. Any return of Lucent Products under the Warranties is done at the sole risk of the customer and Lucent will not be liable for any damages or losses sustained during transit.