

LAKO WARRANTY CARD

1. LAKO sp. z o.o. with its registered office at ul. Wrzosowa 10 in Wolbrom (32-340) - hereinafter referred to as the "Producer" or "Guarantor" – grants warranty for sold luminaires. The warranty rules are set out in this warranty card. Warranty period for the luminaires is 24 months, and the beginning of its course will be counted from the date of sale of the luminaires. The date of sale of the luminaires is determined on the basis of VAT invoices for the purchased luminaires (in case of doubt, the date of sale should be considered the date of issuing the VAT invoice). In period warranty The guarantor will remove the physical defects of the luminaire or - if the removal of the defect is impossible or entails significant costs - will deliver a new luminaire free of defects if notified of the defect immediately after its detection.
2. The defect shall be reported directly to the Guarantor, phone number 032/6440400, or e-mail: kkonsor@lako.pl and kpoltorak@lako.pl
3. When reporting a defect, the code of the luminaire, the date of purchase as well as the designation and number of the purchase document should be provided.
4. Depending on the type of defect, the Guarantor will decide whether the repair/replacement should take place by returning the luminaires to the plant of the Guarantor (Wrzosowa 10, Wolbrom), whether the representatives of the Guarantor will make the repair/replacement at the place indicated by luminaire holder.
5. If the Guarantor decides that the implementation of the rights arising from the quality guarantee is to take place by sending the luminaires to the Guarantor's plant (Wrzosowa 10, Wolbrom), the holder of the luminaires should send the defective luminaires to the Guarantor's registered office at his own expense lighting.
6. If the Guarantor recognizes that the complaint is justified, the Guarantor will repair/replace the luminaires.
7. The repair or replacement will be made by the Guarantor within no more than 5 calendar days from the date starting to remove the defect. The period specified in the previous sentence does not include the period when the luminaires are sent to the Guarantor's plant and the period in which the luminaires are sent back by the Guarantor to the address indicated by the holder of the luminaires. Behind the Guarantor is responsible for returning the luminaires.
8. After the repair or replacement, the Manufacturer will send, at its own expense, to the address indicated by the holder of the luminaires, free from defects fixtures to be installed at his expense.
9. If the Guarantor decides that the complaint is not justified, he will send the complained luminaires to the address indicated by holder of the luminaire, without repair or replacement. The cost of sending the luminaires to the address indicated by the holder of the luminaires, is covered by the holder of the luminaires. The guarantor may also, at the applicant's request, make a payment in such a situation removal of the defect.
10. In the event that the Guarantor decides that the rights under the guarantee are exercised by arrival representatives of the Guarantor to the place indicated by the holder of the luminaires, the deadline for replacement / removal of defects (5 calendar days) is counted from the moment of reporting the defect. If, after the arrival of the Guarantor's representatives at the place of the complaint,

the lack of authorization to remove the defect under the warranty is found, the person reporting the defect covers the costs incurred by the Guarantor (employee travel costs). The Guarantor may also, at the applicant's request, remove the defect against payment in such a situation.

11. The condition for a free warranty repair is the following recommendations:

- warranty seals must not bear any signs of damage, the applicant has the original proof of purchase;
- compliance with the conditions and rules of proper operation in accordance with the intended use of the product;
- compliance with the rules regarding the connection of the power supply, its parameters and appropriate protection

separate lighting circuits in accordance with applicable standards and directives and the instruction manual;

- immediate replacement of damaged light sources with new ones with parameters consistent with the marking on the product; in case of

T8 linear fluorescent lamps connected in a system with conventional ballasts (chokes) and igniters (starters) at replacing the fluorescent lamp, it is also necessary to replace the igniter (starter);

- do not make any changes to the internal installation of the luminaire;
- checking the condition of all luminaires upon receipt of the luminaires from the Guarantor, and in the case of noticed defects immediately reporting them to the Guarantor;
- cleaning the surfaces of louvres and diffusers with appropriate agents.

12. The warranty does not cover:

- damage to the luminaires, arising after their sale as a result of improper use, i.e. improper storage, improper installation, self-repairs, arbitrary changes, modifications of the internal electrical installation of the luminaire, such as and housing construction; defects or damage caused by fire, earthquake, flood, lightning or otherwise natural disasters, environmental pollution, or caused by unstable voltage power sources;

- costs related to the assembly and disassembly of the luminaires and other costs incurred by the customer in connection with the complaint;

- mechanical damage, damage caused by transport and unloading;

- consumables subject to natural wear and tear, such as light sources, igniters, apertures-diffusers, plexiglass and

other;

- activities related to maintenance, cleaning, etc., which the user is obliged to do on his own and on his own Cost.

13. Completion of warranty repairs is confirmed by drawing up a repair report.

14. The Manufacturer's liability for damages is limited to the value of the luminaires from which the damage resulted.

15. Other claims under the quality guarantee than those described in this guarantee card are excluded.