

## WARRANTY STATEMENT

In accordance with the law, the seller is obliged to provide the buyer with a guarantee for the faultless operation of the purchased goods.

The seller is obliged to carry out warranty repair within 45 days of receipt of the goods, otherwise the product must be replaced with another, equivalent and faultless product or the purchase price must be returned upon written request. The deadline starts one day after the date of receipt. The costs for the material, spare parts, work, transfer and transport of products that occur during the elimination of defects or when replacing the product with a new one under the warranty are paid by the manufacturer. The only cost borne by the customer in relation to a claim is the cost of return. You must send the package by registered or tracking option. If it does not reach us, it will not be possible to process your complaint.

### The warranty does not apply in the following cases:

- if the customer did not act in accordance with the instructions for use; če je v izdelek posegla tretja oseba (nestrokovna ali nepooblaščenca inštalacija ali popravilo);
- if the customer has handled the product unprofessionally or negligently;
- if non-original parts have been installed in the product;
- if the damage was caused by mechanical shocks through the fault of the customer or third parties;
- if the damage is due to a lightning strike or other forms of force majeure;
- due to incorrect connection, too low or too high voltage.

Due to their nature of operation, light bulbs and ballasts are excluded from the warranty and cannot be returned due to non-operation. Exceptions are those items that have a specially marked warranty period.

Damage during delivery - if the package is visibly damaged or broken glass can be heard from the inside, request an immediate commission inspection and a report of the damage with the delivery service! The commission report must be signed by the delivery service. Transport damage cannot be claimed without the original packaging!

If you encounter problems with an incomplete shipment, please first check if your order is split into multiple shipments and the missing item may still be in preparation. If you still can't find an explanation for the missing item, please contact us - we will be happy to help.

### WARNING:

The warranty does not exclude the consumer's rights resulting from the seller's liability for damaged items.