

I. General Warranty Terms and Conditions

1. PXF LIGHTING shall provide warranty on all the commercial goods sold (hereinafter referred to as "goods") except for consumables which undergo the natural wear and tear process, i.e. light sources, batteries, accumulators, etc.
2. This warranty is applicable solely to the products directly sold by PXF LIGHTING.
3. The warranty shall be given for the period of:
 - a) LED luminaires made by PXF LIGHTING
 - standard warranty – 24 months;
 - extended warranty – 60 months. In order to obtain the extended warranty, the warranty form shall be filled in and sent at the following e-mail address: gwarancja@pxf.pl within 30 days from the date of issuing the invoice by PXF LIGHTING. The warranty form can be downloaded at: <http://pxf.pl/en/company/extended-warranty.html>
 - b) Other luminaires made by PXF LIGHTING:
 - standard warranty – 24 months,
 - extended warranty – either 36 months or 60 months.
 - c) Luminaires distributed by PXF LIGHTING:
 - the warranty period is compliant with the manufacturer's declaration.
 - d) Emergency power modules:
 - standard warranty – 24 months;
 - extended warranty – not applicable.
 - e) Control systems of emergency and evacuation lighting:
 - standard warranty – 12 months,
 - extended warranty – either 24 months or 36 months.
 - f) Movement detectors
 - standard warranty – 12 months,
 - extended warranty – not applicable.
4. The warranty period shall begin as of the day of issuing the invoice by PXF LIGHTING.
5. The warranty period is effective with a luminaire's standard operating time of up to four thousand hours per year. In cases where the luminaires' operating time surpasses four thousand hours per year, the warranty period shall be proportionally shortened by 30 calendar days for each thousand hours of operating above the standard operating time of four thousand hours.
6. Following the Customer's request, PXF LIGHTING, after evaluating a given installation, can provide extended or nonstandard warranty on the project.
7. The customer should not be guided by any other information or documents than the ones included in the PXF LIGHTING warranty terms and conditions.
8. The warranty covers only physical defects of goods which appeared due to causes found in the goods sold, i.e. being a result of production faults, construction or design errors, or material defects.
9. Appropriate storage and appropriate installation of the products by accordingly qualified personnel as well as appropriate/compliant with the operating manual usage and running relevant records of usage are a condition to be met in order to be able to enjoy the warranty rights.
10. The warranty does not cover:
 - 1) damage which is mechanical, thermic, (for instance, exceeding the limit values of ambient temperature), chemical (for example, hostile environment) and any other damage resulting from the user's action or negligence, or from external factors, i.e. wrong parameters of the power mains, for instance, mains overvoltage, lightning or other atmospheric interferences;
 - 2) usage incompliant with the operating manual;
 - 3) damage caused by strange factors which entered the goods, for example, humidity, corrosion, dust, etc.
 - 4) damage resulting from natural, partial or total wear and tear;
 - 5) incorrect power connection;
 - 6) damage resulting from:
 - wrong installation by unqualified personnel without a relevant official electric licence,
 - wrong use of the goods, use contrary to their purpose or incompliant with the operating manual,
 - incorrect maintenance,
 - construction changes of the goods made by the user or third parties,
 - circumstances which neither the manufacturer nor the seller is responsible for, particularly those occurred due to use which was improper or incompliant with the instructions, or circumstances resulting from other causes on the part of the user or third parties (such as using non-original materials or accessories);
 - 7) product repairs or modifications carried out by the customer without a due authorisation from PXF LIGHTING made in written form.
11. A PXF LIGHTING representative has the right to access the defective products.
12. A proof of purchase of the products shall be made available to PXF LIGHTING.
13. The warranty does not cover the costs of labour related to installing or removing the defective products..
14. Light sources can be covered by a separate warranty defined in general warranty terms and conditions established by their manufacturer.

II. Special Terms and Conditions

1. PXF LIGHTING gives warranty only to the Buyer.
2. If a Product covered by this warranty is returned by the Buyer in compliance with the provisions in point III (Warranty Claims) within the time period, and PXF LIGHTING confirms that this Product meets the warranty terms and conditions, PXF LIGHTING – at its sole discretion – shall repair or replace the defective part of the Product. The condition 'shall repair or replace either the Product or the defective part of the Product' does not include covering costs of actions related to removing or reinstalling the Product, in particular labour costs.
3. Representatives, distributors or dealers are not authorised to make any changes, corrections or extensions of the warranty terms and conditions on behalf of PXF LIGHTING.
4. This warranty shall be only applicable to the Products which were properly wired and installed as well as are used in compliance with indications related to electrical values, performance range and environmental conditions determined in relevant specifications, guidelines on applications, IEC standards and other documents accompanying the Product. If the product turns out to be defective or does not work in compliance with relevant specifications, the Buyer shall notify PXF LIGHTING about this fact in writing (warranty form).
5. The production date on the label of a given product shall be legible and the label original. PXF LIGHTING reserves the right to make the final decision about the justifiability of a given warranty claim.
6. This warranty is not applicable in cases when it is impossible to take any action or in situations resulting from fortuitous events, abuse, wrong use or use breaching relevant standards, rules or instructions, including in particular the latest industry standards related to security (including the electric one) being in effect in a given country.
7. This warranty expires in case of making repairs or modifications of the Product without an appropriate authorisation from PXF LIGHTING made in written form.
8. The terms and conditions of this warranty define the whole responsibility and obligations of PXF LIGHTING towards the Buyer and corrective measures to which the Buyer is entitled in case of a Product which is defective or inconsistent with the description provided by PXF LIGHTING.

III. Warranty Claims

1. All the warranty periods mentioned in this document shall be applicable upon condition that the defective product, along with the completed warranty form, be delivered to PXF LIGHTING in order to conduct a detailed evaluation.
2. The process of dealing with a product deemed defective is laid down in detail in the complaints procedure, which is annexed to PXF LIGHTING warranty terms and conditions. If the warranty claim proves justified, PXF LIGHTING shall cover the shipping costs. If the product is not deemed to be defective or to meet the warranty terms and conditions, PXF LIGHTING shall charge the Customer for the cost of shipping back the Product as well as for the cost of tests and complaint proceedings.
3. In case of LED luminaires made by PXF LIGHTING, a complaint is deemed justified if:
 - The LED module does not emit any light due to an internal defect (except for a module fault resulting from a mains overvoltage*),
 - A part of the LED module does not emit any light (over 1/8 of all diodes on the LED module are defective) or the LED module does not emit a uniform light (some of the diodes emit a visibly more intense light than the others), which is a result of an internal fault of the module (except for a module fault resulting from a mains overvoltage which caused some of the light-emitting diodes to be defective*).

* the cause of the LED module fault can be established only on the basis of an evaluation conducted by a PXF LIGHTING employee and not by the customer.

IV. Warranty Restrictions

1. This warranty absolves PXF LIGHTING from the responsibility:
 - for installing products, providing access to products (scaffoldings, lifts, etc.), special, incidental or consequential damages (including loss of profits, property damages or other costs not mentioned earlier),
 - if there is no surge protector of the electric installation. Especially, LED luminaires, which are electronic devices, should be protected with surge protectors of the standard B+C overvoltage protection (classes I and II). It is also advisable to provide additional protection against overvoltage by installing class D surge protectors (the so called class III surge arresters) in low-tension local switch-gears. In the matter of distance between a surge protector and the protected electronic device, the operating manual and installation instructions provided by the manufacturer should be consulted.
2. PXF LIGHTING shall not bear any responsibility for the conditions of electric energy supply, including tension surges, too high/low tension or control systems of electric current pulsation which do not meet the determined criteria for a given type of products or those defined in relevant standards (e.g. EN 50160).
3. In case the customer's claim is admitted and the luminaires are returned by the customer to PXF LIGHTING, the financial responsibility of PXF LIGHTING shall be restricted to the value of luminaires.
4. PXF LIGHTING shall not be held financially responsible for liabilities related to the actions undertaken by the customer in order to replace, repair or modify the luminaires without obtaining prior permission on part of PXF LIGHTING, or for actions committed by the customer to third parties.

These warranty terms and conditions shall be applicable as of 1 June 2015.