

Version 1

Applicable from January 2024

GUARANTEE FOR NORDLUX A/S (“Nordlux”) LAMPS MADE WITH SEASIDE SUITABLE PAINT, PURCHASED IN THE EUROPEAN UNION

This guarantee ensures the quality and longevity of our outdoor lamps with seaside suitable paint. These are covered by a 10-year guarantee.

1 Scope of Guarantee

The guarantee covers:

- 1.1 Outdoor lamps by Nordlux using seaside suitable paint. These products are marked with the Nordlux 10-year guarantee seal on packaging.
- 1.2 Significant deterioration of the surface of the lamp over time.

2 Guarantee Conditions

- 2.1. The guarantee is valid only when the lamps are used and maintained as intended and in accordance with the manufacturer's instructions. The consumer must demonstrate or provide evidence that the lamps have been used and maintained as intended and in accordance with the manufacturer's instructions. If the consumer cannot demonstrate or provide the necessary evidence, Nordlux will be entitled to dismiss the claim.
- 2.2. The guarantee is only applicable upon presentation of the original purchase receipt.
- 2.3. Any claim under this guarantee must be made within the 10-year guarantee period and shall be made without undue delay (2 months) after the consumer has identified the issues of the lamps covered by this guarantee.
- 2.4. This guarantee is non-transferable and applies solely to the original purchaser of the lamps. Thus, the Guarantee is only applicable for the consumer who initially purchased the lamp from a retailer.

3 Exclusions

The guarantee does not cover:

- 3.1 Fading color caused by sun bleaching.
- 3.2 Damage caused by improper maintenance according to instructions.
- 3.3 Issues that are not related to the surface, e.g., moisture, other parts of the lamp made of materials not mentioned above, components such as sensor, LED module, terminal, plastic wall bracket etc.
- 3.4 This guarantee does not cover parts or components damaged by wear and tear, improper installation, misuse, neglect, or any incorrect treatment of the lamps.
- 3.5. The guarantee is void if the lamps have been modified, repaired, or tampered with by an unauthorized individual.
- 3.6. Any defects resulting from force majeure events, such as natural disasters, accidents, or acts of vandalism, are excluded from this guarantee.
- 3.7. Related expenses.

4 Guarantee Claims

- 4.1. In the event of a claim, the customer must notify their local Nordlux dealer in writing, providing details of the defect and supporting documentation.
- 4.2. Upon receiving a valid claim, the Nordlux dealer will, at its discretion, either repair or replace the defective lamps or components, free of charge.
- 4.3. If repair or replacement is not feasible, the Nordlux dealer reserves the right to offer an alternative solution or refund the original purchase price.
- 4.4. This guarantee does not affect your statutory rights as a consumer, and the guarantee can be used free of charge by you as a consumer.

5 Limitation of Liability

- 5.1. Nordlux shall not be liable for any indirect, consequential, or incidental damages arising from the use of or inability to use the lamps covered by this guarantee.
- 5.2. The total liability of Nordlux under this guarantee shall be limited to the original purchase price of the lamps. By purchasing our outdoor lamps made with seaside suitable paint, you acknowledge and agree to be bound by the terms and conditions of this guarantee. This guarantee does not affect your statutory rights as a consumer.

Nordlux are committed to providing high-quality products and ensuring customer satisfaction in compliance with European legal regulations.

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Please visit our website for further contact information: www.nordlux.com