

General Warranty Condition

Auraled led ensures that products LEDs, luminaries, accessories and power supplies branded Auraled led or Auraled , the subject of Supply, are free from defects in materials and workmanship under normal application, installation use and conditions service.

Any visible or hidden defects concerning our products must be communicate to AURALED: writing within twenty (20) days from the date of receipt of the same, clearly indicating the model, the defect or fault found in conjunction with the serial number or production lot. With the aim to detect the defect or the alleged defect, AURALED communicate through a module in charge, an RMA (Returned Merchandise Authorization) for the return of the object defective material must be returned, freight prepaid, accompanied by the travel document and the number RMA printed out on the box. You must send it, at our headquarters in Bareggio, (Milan), via A. Barella 3, 20010. When the repair or replacement, the same material will be sent prepaid to the customer.

AURALED may at its sole discretion, replace the defective product with a similar one, or repair the defect, without any additional charges on the purchaser, or refund the price paid for items deemed non-compliant or non-repairable.

It understood that any claims or disputes, are not entitle the customer to suspend or delay payment of the products in dispute, or other supplies.

If the complaint of defects faults or malfunctions that cannot be see, detected, or result, Auraled led requires at the customer the compensation for all expenses may be incurred for the audit.

In any case, the guarantee will not applied if the Product supplied by AURALED present tampering and / or unauthorized modifications, removed seal or the serial numbers of the Product. Furthermore if the defects are caused by improper use, installation and / or wrong handling, and failure to observe the instructions for use by the customer or its employees and / or any third party appointed by the latter.

The warranty provided by AURALED start from the indicated date of invoice, the replacement or repair of the product during warranty does not extend the initial period.

The LED luminaries and associated power supplies manufactured and distributed by AURALED are covered by three (3) year warranty from date of invoice.

Driver, LED circuits, components, accessory, sold as such, are covered by European warranty of two (2) years from the date of sale unless otherwise specified by manufacturer.

The warranty covers only manufacturing defects encountered in the course of use of the products and installation carried out as per technical specifications.

The lamps and power supplies should always be installed and connected to the grid by experienced and qualified personnel, equipment and ear thing / grounding must always be properly tested before release to the user.

Are not covered by this warranty the surface deterioration and aging.

The lamp is manufactured as good engineering practice and the life of product, indicated in the data sheet, is guaranteed only if the artifact is used in the correct way.

!! The warranty is automatically expired if wrong connected. Otherwise, the wrong electrical connection may cause a short circuit or electric shock!

Exclusions

The warranty is explicitly expire in case:

- A. Use of product in inappropriate environment or inappropriate application out of technical specification, or the use different then what indicated by manufacturer;
- B. any modification or assistance by unqualified personnel;
- C. extreme external conditions of use, like: salty ambient, fire or smoke, acid rain, chemical dangerous substances, fire, extreme temperatures, wet or seaside environment (unless required by IP grade) or vandalism;
- D. any other inappropriate use, for example: use different than for what has been invented or lack of respect for safety and technical standards applicable for country of use;
- E. Natural disasters or acts of God, or any other circumstances out of manufacturer control like: earthquakes, typhoons, cyclones, volcano's eruption, floods, storms, tsunamis, lightnings, hail, snow, etc.

Auraled, in the broadest indemnity for himself and his successors and assigns of any kind, from any obligation to pay compensation or reimbursements of any kind etc. By way of damages, or in the event of any accident, whatever the length, its outcome and its consequences that can happen during the use of its products and that whatever may be the cause of the injury caused to anyone, including the company aforesaid, its responsible and all employees, and in general any other still interested.