Limited Product Warranty

LUMAX Lighting is a trading name of LMXLED Ltd. In this Limited Product Warranty, “the Company” means LMXLED Ltd trading as LUMAX Lighting.

A. Warranty Period

the Company warrants that its lighting products will be free from defects in workmanship, components and materials under normal application, installation, use and service conditions.

Subject to the terms, exclusions and limitations set out in this Limited Product Warranty, the applicable warranty period shall be the period stated on the relevant quotation, order acknowledgement, invoice, product datasheet, warranty schedule or project-specific warranty document issued by the Company.

Where no specific warranty period is stated in writing, the standard warranty period shall be twelve (12) months from the invoice date, unless otherwise agreed in writing by the Company.

During the applicable warranty period, the Company will, at its sole discretion, either repair or replace the defective product or defective component.

The repair or replacement of the defective product or component shall be the sole and exclusive remedy provided under this Limited Product Warranty and shall not restart, renew or extend the original warranty period.

On request, an extended warranty or customised project warranty may be agreed in writing following evaluation of the specific project, application, operating environment, installation conditions, operating hours and product type.

This warranty is in addition to, and does not affect, any statutory rights that may apply under applicable law.

Where products are supplied for continuous or extended operation, including 24-hour operation, the warranty shall remain valid for the agreed warranty period, provided the products are operated within their specified electrical, thermal and environmental limits. Any maximum operating-hours restrictions must be expressly stated in the applicable product documentation or agreed project warranty.

B. Warranty Conditions

This Limited Product Warranty applies only where the product has been:

1. Installed, operated and maintained in accordance with the Company’s written instructions, the applicable product datasheet and all relevant electrical and safety standards.

2. Used within the specified electrical, thermal, mechanical and environmental limits stated on the relevant product datasheet.

3. Installed by suitably qualified and competent personnel.

4. Used only for the application for which the product was supplied or approved.

5. Operated with suitable and compatible power supplies, drivers, controls, accessories and electrical protection devices.

6. Stored, transported and handled correctly prior to installation.

C. Information Required for Claims

the Company may request evidence of installation conditions, operating history, project environment, photographs, videos, test results, product serial numbers, batch references, invoice copies and any other relevant information required to assess a warranty claim.

D. Exclusions

This Limited Product Warranty does not apply to any defect, failure, damage or performance issue caused by, or arising from:

1. Failure to follow the Company's installation instructions, product datasheets, storage instructions, maintenance instructions or any applicable electrical and safety standards.

2. Incorrect, unsuitable or unsafe installation, wiring, connection, commissioning or application.

3. Modification, alteration, tampering, dismantling or repair of the product without prior written approval from the Company.

4. Use of incorrect, incompatible or unsuitable drivers, transformers, power supplies, dimmers, controls, connectors or accessories.

5. Electrical supply conditions outside the specified operating limits of the product, including excessive voltage fluctuations, sustained over-voltage or under-voltage, incorrect supply voltage or unsuitable electrical supply characteristics.

6. Damage or premature failure caused by external electrical disturbances, including transient voltage spikes, switching surges, lightning-induced surges, harmonic distortion, electrical noise, ripple control signals, power restoration surges or disturbances originating from other connected electrical equipment. The purchaser is responsible for ensuring suitable electrical protection is provided where required by applicable electrical installation standards and site conditions.

7. Power failure surges, lightning, flood, fire, vandalism, accidental breakage, sandstorm, impact damage or any other event outside the reasonable control of the Company.

8. Misuse, abuse, negligence, accident, improper handling, incorrect storage or unsuitable environmental conditions.

9. Operation outside the ambient temperature range stated on the applicable product datasheet.

10. Inadequate ventilation, poor thermal management, excessive heat build-up or installation in a way that prevents proper heat dissipation.

11. Partial or complete obstruction of the light-emitting surface, including excessive build-up of dust, dirt, sand, mud, liquid, grease or other contaminants.

12. Use in an environment for which the product was not specified, including unsuitable exposure to moisture, water ingress, chemicals, corrosion, vibration, impact, dust, excessive heat or ultraviolet radiation.

13. Failure caused by external systems, third-party equipment or components not supplied or approved by the Company.

14. Normal wear and tear, cosmetic deterioration, gradual lumen depreciation, minor colour shift and performance changes consistent with the product's stated operating characteristics. Published LED lifetime ratings, including L70, L80 or stated operating-hour figures, are performance estimates under specified conditions and do not constitute a guarantee of fault-free operation for that number of hours, unless expressly agreed in writing by the Company.

15. Products where the type number, batch number, serial number, product label or identification mark has been removed, altered, tampered with or made illegible.

16. Products where tamper-proof stickers, seals or warranty labels have been activated, voided, removed or damaged.

17. Repair or attempted repair by any person or service technician not approved in writing by the Company.

E. Modification of Products

Modifying the light fitting, driver, wiring or associated components without prior written approval from the Company will void the warranty.

F. Limitation of Warranty Cover

This Limited Product Warranty covers only the repair or replacement of defective products or defective components, as determined by the Company following assessment.

Unless otherwise agreed in writing, this warranty does not cover:

1. Transportation charges.
2. Customs clearance charges, import duties or taxes.
3. Costs for returning products to the Company.
4. Costs for reshipment of repaired or replacement products.
5. Removal, access, inspection, installation, reinstallation or commissioning costs.
6. Electrician costs, contractor labour costs, access equipment, plant hire or site attendance costs.
7. Loss of revenue, loss of profit, loss of business, loss of use, project delays, damage to property or any indirect, special, incidental or consequential losses.

To the fullest extent permitted by applicable law, the Company's total liability under this Limited Product Warranty shall not exceed the original purchase price paid for the defective product or component giving rise to the claim. Nothing in this provision excludes or restricts liability that cannot lawfully be excluded or restricted.

G. No Labour or Consequential Loss Cover

For the avoidance of doubt, the Company shall not be liable for any labour costs, site costs, access costs, delay costs, consequential losses or miscellaneous expenses arising from a warranty claim, except where such liability cannot lawfully be excluded.

H. Authority to Amend Warranty

No agent, distributor, reseller, employee or representative is authorised to change, modify or extend the terms of this Limited Product Warranty unless confirmed in writing by an authorised director of the Company.

I. Warranty Claim Procedure

If the purchaser believes that a product is defective and wishes to make a claim under this Limited Product Warranty, the purchaser must notify the Company as soon as reasonably possible and, in any event, no later than thirty (30) days after discovery of the issue.

Warranty claims must be submitted by email or in writing to the Company using the contact details stated on the relevant invoice, quotation or warranty document.

The warranty claim should include, where available:

1. Product model number.
2. Batch number or serial number.
3. Invoice number and invoice copy.
4. Date of installation.
5. Details of the installation location and application.
6. Description of the fault or issue.
7. Photographs and/or videos showing the issue.
8. Details of the driver, power supply, control system or connected equipment.
9. Operating hours and usage pattern.
10. Any relevant test results or maintenance records.

J. Product Inspection and Returns

Upon request, the Company or its appointed representative must be allowed reasonable access to inspect the defective product, system or application for the purpose of verifying the claim.

Products must not be returned to the Company without prior written authorisation. Any unauthorised returns may be refused.

K. Returned Product Condition

Where the Company authorises the return of a product, the product must be securely packaged to reduce the risk of damage during transit.

Any damage caused during transit due to incorrect or insufficient packaging shall not be covered under this warranty.

All returned products must be clean and safe to handle prior to packaging and return. Products that are contaminated, dirty, or affected by substances such as bird excrement, chemicals, mud, oil, grease or other hazardous materials may be refused or may require cleaning before inspection.

Products returned in an unsafe or contaminated condition may also be delayed or stopped by customs, carriers or inspection authorities. the Company shall not be responsible for any delay, charge or loss caused by products being returned in an unsuitable condition.

Any product replaced under this Limited Product Warranty shall become the property of the Company.

L. Repair or Replacement

In the event of an accepted warranty claim, the Company reserves the right to repair the defective product or defective component.

If repair is not practical or commercially reasonable, the Company may replace the product or component with the same or an equivalent alternative.

If the original product is no longer available or no longer in production, the Company reserves the right to supply a suitable alternative product, which may differ in size, shape, colour, output, specification or power rating, provided that it is reasonably suitable for the intended application.

The repair, replacement or supply of any additional product shall not restart, renew or extend the original warranty period.

M. Independent Assessment

In the event of a dispute concerning a warranty claim, the Company may require the product to be assessed by an independent accredited test laboratory, technical expert or inspection body acting as an expert and not as an arbitrator.

Where possible, the independent assessor shall be agreed by both parties.

Unless otherwise agreed in writing, the cost of the independent assessment shall be borne by the party whose position is not supported by the assessment.

N. Limitation of Warranty Scope

This Limited Product Warranty sets out the Company warranty obligations in respect of defective or non-conforming products.

To the fullest extent permitted by applicable law, this Limited Product Warranty is provided in place of all other express or implied warranties, conditions or representations, including but not limited to any implied warranty of merchantability, satisfactory quality, fitness for purpose, suitability for a particular application or non-infringement.

The purchaser shall not rely on any warranty, statement, representation, technical advice, recommendation, document, marketing material or other information unless it has been confirmed in writing by the Company and expressly included as part of the agreed contract documentation.

Nothing in this Limited Product Warranty shall limit or exclude liability where such liability cannot lawfully be limited or excluded.

O. Severability

If any part, provision or clause of this Limited Product Warranty is held to be invalid, void or unenforceable, that decision shall not affect the validity or enforceability of the remaining provisions.

The remaining parts, provisions and clauses shall continue in full force and effect.

P. Force Majeure

the Company shall not be responsible or liable for any failure or delay in performing its obligations under this Limited Product Warranty where such failure or delay is caused by events beyond its reasonable control.

Such events may include, but are not limited to, Acts of God, war, terrorism, sanctions, riots, civil unrest, strikes, labour disputes, epidemics, pandemics, fire, flood, lightning, storm, sandstorm, transport delays, customs delays, supplier disruption, material shortages, power failure or any other similar cause or circumstance beyond the reasonable control of the Company.

In such cases, performance by the Company under this Limited Product Warranty shall be suspended for the period reasonably affected by the relevant event, without liability.

Q. General

the Company reserves the right to assess all warranty claims in accordance with the terms of this Limited Product Warranty.

This Limited Product Warranty applies only to products supplied directly by the Company or through an authorised the Company sales channel.

This Limited Product Warranty is not transferable unless otherwise agreed in writing by the Company.

Any extended warranty, project-specific warranty, deviation or additional warranty commitment must be agreed in writing by the Company prior to supply.

The warranty period begins from the invoice date unless another start date is expressly agreed in writing by the Company.