

13.10.2020

WARRANTY LETTER

To Whom It May Concern

Products mentionned below this letter are guaranteed against material or manufacturing faults for 7 year from the date of the Bill of Lading.

If Pelsan recognises the product defect reported by the Customer, they will have the right to a replacement or to a repair of that item as a whole, or of the relevant component, if the problem is relative to that component.

The refund of the purchase price is possible only when either repair or replacement is impossible .The refund amount will be deducted from the following orders of the customer

The cost of labor to replace luminaires are not covered, the customer is responsible for the costs of disassembly and reassembly. Any costs incurred to access the installation site (lifts, third party assistance etc...) are customer's responsibility.

The warranty does not cover :

- *damage caused by transport (Transport from Pelsan factory to the customer warehouse in Ex-factory Pelsan factory delivery cases or delivery from customer warehouse to end-user address) ;*
- *damage caused by using the luminaire under inappropriate environmental conditions;*
- *damage caused by negligence, lack of maintenance, or attempts to repair it by unqualified or unauthorized personnel, or by using non-original accessories or parts;*
- *luminaires installed in systems that have an imbalance (voltage/current)*
- *luminaires installed in systems without protection against power surges of any kind*

109720 Ria 430 LED Floodlight 5700K IP66 90 Degree..... 40 pcs

Kind regards



Pelsan
ELEKTRİK SANATİ VE
DİŐ TİCARET A.Ő