

WARRANTY TERMS AND CONDITIONS

1. LTS Licht und Leuchten GmbH, Waldesch 24, D-88069 Tett nang („LTS“) warrants to the end customer („Customer“) subject to the following terms and conditions that the standard LED products manufactured by LTS and delivered to the Customer under the „LTS“ brand from 1 July 2016 are free from defects in material and workmanship for a period of five years from the date of the invoice from LTS (warranty period). Any defects claimed under this warranty will be remedied by LTS at its own discretion either by repair or replacement or by reimbursing the purchase price to the Customer.
2. This warranty does not entitle the Customer to any other claims against LTS, including but not limited to claims for damages. This warranty does not affect in any way the contractual or statutory rights of the Customer versus the respective seller.
3. The warranty does not cover any consumables for example, lamps, batteries and starters for luminaires with magnetic ballast. With regard to LED products, the warranty covers only the mortality above the nominal failure rate. The nominal failure rate is 0.2% per 1,000 operating hours. Lowering of light output of LED modules to a value of 0.6% per 1,000 operating hours is normal and therefore not covered by the warranty. As a result of technological progress and the usage-related change of the luminous flux of the products, the luminous properties of LED light sources may differ to some extent from those of the original products.

Customers are only entitled to warranty claims if

- the product does not show any damage or signs of wear caused by any use of the product deviating from the intended use or the specifications of LTS according to the instructions for use/user manual,
- the product does not show any signs indicating that a repair attempt or other intervention was made by a workshop not authorized by LTS,
- only LTS approved accessories are installed in the product, including but not limited to suitable lamps,
- the production number has not been removed or made illegible

Furthermore, any claim of warranty is contingent on presentation of the original invoice with date of purchase.

4. Any claims from this warranty are subject to a period of statutory limitation of 12 months after they arise.
5. LTS will bear the costs for return shipment and back to the Customer. LTS will not bear any other costs such as, assembly and disassembly, travel and time expenditures. If any claims are asserted under this warranty and LTS should find that there is no defect that qualifies for this warranty when inspecting the product returned or that the warranty claim is not justified for any of the above mentioned reasons, LTS shall be entitled to charge a service fee in the amount of 50.00 euros unless the Customer should demonstrate that it was not possible under the circumstances to recognize the inapplicability of the warranty claim. Any return shipment is subject to prior authorization on the part of LTS. Please request your return shipment at garantie@lts-licht.de.
6. This warranty applies to the scope described above and under the terms and conditions stipulated above for every future owner of the product.
7. This warranty is subject to the laws of the Federal Republic of Germany, excluding the regulations relating to conflict of laws and excluding the application of the United Nations Convention on Contracts for the International Sale of Goods.
8. Any warranty claims or warranty cases can be notified at garantie@lts-licht.de.