

Creative Retail Lighting

TERMS AND CONDITIONS OF CREATIVE RETAIL LIGHTING

In the warranties below the following terms shall have the following meanings:

“CRL” means Creative Retail Lighting LTD

“CRL LED Products” means any:

- 1) CRL luminaire and/or system using an LED light source (excluding retrofit LED lamps); and
- 2) driver approved and supplied by CRL

“CRL Products” means any:

- 1) CRL LED Lightpad
- 2) lamp, transformer, ballast, control gear and/or driver approved and supplied by CRL

“Standard Warranty Period” means the warranty period applicable under the Standard Warranty being a period of one year from the original date of purchase of the CRL Products.

General

No rights are given under the Warranties to any person acquiring a product second hand.

Any product not manufactured by CRL including (but not limited to) lamps, transformers, ballasts, control gears and drivers, will not carry the benefit of the rights under Warranties unless supplied by CRL. This includes any such product which is sold by any of CRL agents, affiliates, authorized resellers, or country distributors but that has not been supplied by CRL.

CRL will not be liable for any loss, damage, cost or expense incurred as a result of the installation or removal of any CRL Product or any failure caused by a product for which CRL is not responsible.

In the event that CRL is unable to replace or repair any defective CRL Product under the Warranties it will use reasonable endeavors to provide an alternative of similar specification and quality. In respect of CRL LED Products whilst reasonable endeavours will be taken to match the light quality, LED bin and/or colour temperature of the LED's used for any replacements, it may not always be possible to do so, due to the age of the product, changes in the LED suppliers product specification and availability. In these circumstances CRL will use reasonable endeavours to offer the closest alternative available.

Replacement parts provided under the Warranties are warranted on the same terms and for the remainder of the warranty period of CRL Products they are replacing or in which they are installed.

All CRL Products and component parts removed under the Warranties become the property of CRL.

The Warranty

The Warranty applies only to CRL Products sold by CRL or its agents, affiliates, authorised resellers, or country distributors.

CRL guarantees that CRL Products are free from defects in materials or workmanship under normal use during the Warranty Period.

During the Warranty Period, CRL will, (following prompt written notice of the issue(s) and a reasonable period for investigation) at its discretion, repair or replace either the whole CRL Product or any part of it (excluding glass) that CRL deems to be defective as a result of a material or manufacturing fault, CRL will not be in any way liable under the Warranty in respect of any CRL Product that:

- 1) was not originally installed by a qualified electrician in accordance with:
 - a) the standards of good practice; and
 - b) relevant local wiring regulations;
- 2) was not installed in suitable environmental conditions (including but not limited to ambient temperature, moisture level and air flow) for that CRL Product;
- 3) has been altered or modified in any way by third parties not authorised by CRL
- 4) has been subject to misuse (including but not limited to incorrect operation by the user or connection to or operation with an unsuitable power supply);
- 5) has been previously repaired by a person other than an authorised representative of CRL; or
- 6) it considers is defective due to the failure of a non-CRL Product.

The Warranty Period will only be valid if the date of purchase is confirmed by an official invoice issued at the time of purchase.

Making a claim under the Warranty

In order to make a claim, please contact Creative Retail Lighting by post at 54 Tall Pines Road, Witham St Hughs, Lincoln, LN6 9RT or email admin@creativeretaillighting.co.uk

After authorisation please return the complete product, or sub-assemblies/parts as directed by CRL in its original packaging (if possible) together with your invoice or Proof of Purchase, and relevant paperwork. All carriage and return charges or duties are the responsibilities of the customer and are not covered by the warranty.

CRL Products returned under the Warranties should be appropriately packaged to prevent damage during transit. Any return of CRL Products under the Warranties is done at the sole risk of the customer and CRL will not be liable for any damages or losses sustained during transit

