



Dated: October 27th, 2017

AKC Lighting Warranty

AKC Lighting DWC-LLC (the Manufacturer) warrants to the Buyer the satisfactory operation of its products for the period of five years from Purchase (the Invoice date), unless stated differently on the Quote and/or Purchase Invoice.

Within the Warranty period any defects with AKC Lighting products as a result of faulty materials or workmanship will be rectified without charge to the Buyer. AKC Lighting reserves the right to rectify the fault by repair, exchange or replacement. Intervention cost at site is not covered in any way, shape or form as part of the Warranty.

All returns must be authorised in writing by AKC Lighting DWC-LLC

Conditions

The warranty does not cover and the Manufacturer will not be liable for:

- Damage on parts and materials subject to continuous wear;
- Damage resulting from outside use of the Manufacturer's products;
- Problems resulting from external causes such as damage in transit, accident, abuse, misuse, mishandling, negligence, fire, theft, vandalism, riot, explosion, natural disaster, or other external causes unrelated to the product defect;
- Conditions demonstrating faulty installation, misapplication, extreme environmental conditions beyond those defined in the product specification, under/over voltage situations, lack of compliance with applicable instructions, improper or inadequate handling, maintenance, negligence, accident or tampering; FOR LED FIXTURES IT IS IMPORTANT NOT TO TOUCH OR CLEAN THE LED ARRAY AND TO REMOVE ALL POSSIBLE INSULATION MATERIAL AND/OR PROVIDE SUFFICIENT VENTILATION SO THAT THE MAX T_c IS NOT SURPASSED.
- Incompatibility, improper design, operation or maintenance of products not supplied by the Manufacturer;
- Situations in which the Manufacturer's approved / recommended control gear and or any associated parts are replaced with those from other manufacturers;
- The quality of the installation of the Manufacturer's products by the installer of those products;
- Small defects having negligible effect in value or operation.

The warranty does not apply to any other claims (for instance additional cost incurred by the Buyer) in any way, shape or form.

Returns

All returns must be requested by email at emea@akclighting.com

Any returns requests must quote the Invoice number and a complete description of the problem with photographic evidence. If validated, a materials return authorisation (RMA) number will be issued with detailed returns instructions.

Special order and custom products are not returnable or refundable.

Shipping of authorised returns to AKC Lighting is the responsibility of the Buyer and any damage during transit will not be covered by the Warranty. Any repaired and replaced item(s) will be shipped back to the Buyer without charge (Within the UAE only). The Buyer assumes full liability for all courier costs for shipment outside of the UAE.