

**Guarantee Conditions of LEDVANCE GmbH for Lamps  
towards Entrepreneurs (Version Date: June 2023)**

**TABLE 1a GUARANTEE FOR LED LAMPS TOWARDS ENTREPRENEURS**

<b>GUARANTEE PERIOD</b>	<b>GUARANTEE PRODUCTS</b> (Product Families)
<b>8 Years</b>	<ul style="list-style-type: none"> <li>• OSRAM HQL LED 14,5W bis 41W with Basic Codes AC2622*, AC3290*, AC3291*</li> </ul>
<b>5 Years</b>	<ul style="list-style-type: none"> <li>• HQI LED</li> <li>• HQL LED</li> <li>• PARATHOM DIM Classic Glas, PARATHOM DIM Classic Heatsink, PARATHOM DIM PIN (G4/G9), PARATHOM DIM R7S 78 75, PARATHOM DIM R7S 78 100, PARATHOM DIM R7S 118 125, PARATHOM DIM R7S 118 150, PARATHOM DIM Spot, PARATHOM PRO Classic Glas, PARATHOM PRO Spot</li> <li>• SubstiTUBE T8 Pro, SubstiTUBE T8 Pro Ultra Output, SubstiTUBE T8 Advanced, SubstiTUBE T8 Advanced Ultra Output, SubstiTUBE T8 Connected, SubstiTUBE T8 Food, SubstiTUBE T8 Motion Sensor, SubstiTUBE T8 U-Shape, SubstiTUBE T5 HO/HE</li> <li>• NAV LED</li> </ul>
<b>4 Years</b>	<ul style="list-style-type: none"> <li>• PARATHOM PIN/R7s/T26</li> <li>• PARATHOM Classic Glas</li> </ul>
<b>3 Years</b>	<ul style="list-style-type: none"> <li>• DULUX LED</li> <li>• LEDinestra, LEDinestra DIM</li> <li>• SPECIAL T SLIM</li> <li>• SubstiTUBE T9, SubstiTUBE Value</li> <li>• Vintage 1906</li> </ul>

**TABLE 1b GUARANTEE FOR CONVENTIONAL LAMPS TOWARDS ENTREPRENEURS**

GUARANTEE PERIOD	GUARANTEE PRODUCTS (Product Families)
<p><b>8 Years</b> (at a maximum burning time of 4,000 hours per year and a maximum of 1 switching cycle per day)</p>	<ul style="list-style-type: none"> <li>• LUMILUX T8 XXT</li> </ul>
<p><b>5 Years</b> (at a maximum burning time of 4,000 hours per year and a maximum of 1 switching cycle per day)</p>	<ul style="list-style-type: none"> <li>• DULUX L XT</li> <li>• LUMILUX T5 HE XT</li> <li>• LUMILUX T5 HO XT</li> <li>• LUMILUX T8 XT</li> </ul>
<p><b>3 Years</b> (at a maximum burning time of 4,000 hours per year)</p>	<ul style="list-style-type: none"> <li>• LUMILUX T5 HE und HE ES</li> <li>• LUMILUX T5 HO und HO ES</li> </ul>

**TABLE 2 ENTRY INTO FORCE AND GUARANTEE TERRITORY**

<b>Entry into force of these Guarantee Conditions:</b>	June 1, 2023
<b>Guarantee Territory:</b>	Countries within the European Economic Area (EEA) including the United Kingdom (even after the withdrawal from the EU by the United Kingdom) as well as the following countries: Albania, Belarus, Bosnia and Herzegovina, Kosovo, Moldova, Montenegro, North Macedonia, Russia, Serbia, Switzerland, Turkey and Ukraine

**TABLE 3 ASSERTION OF GUARANTEE CLAIMS**

**1) WHAT MUST BE SUBMITTED IN THE EVENT OF A GUARANTEE CASE?**

To assert a guarantee claim, the guarantee beneficiary must submit either in writing by post or online the following documents to LEDVANCE or the respective locally responsible LEDVANCE group company (LEDVANCE Company) before expiration of the guarantee period (see table 1a and 1b):

a) The **complaint form (as far as available online) or a simple written notification** must contain the following mandatory information:

- first name, last name and valid postal address of the guarantee beneficiary
- for LEDVANCE direct customers additionally the LEDVANCE customer number of the guarantee beneficiary
- product details of the guarantee product (in particular, without limitation: product name, product number (EAN) / product identity code (IC), purchased quantity, claimed quantity)
- reason for complaint

**For warranty cases within Germany**

Download link to the complaint form for the postal service:

[www.ledvance.de/garantie-reklamationsformular](http://www.ledvance.de/garantie-reklamationsformular)

Link to the complaint form for online complaints:

[www.ledvance.de/reklamation](http://www.ledvance.de/reklamation)

**For warranty cases outside Germany**

Link to the country list of LEDVANCE national companies, including available complaint forms:

[www.ledvance.com/country-list-for-guarantee-cases](http://www.ledvance.com/country-list-for-guarantee-cases)

If no separate complaint form is available there, a simple written notification with the aforementioned mandatory details to the respective locally responsible LEDVANCE company at its address given in the list of countries (see section 2) b)) shall suffice.

b) a **copy or a scan of the original invoice** for the guarantee product or - only for LEDVANCE direct customers - a **copy of the original LEDVANCE delivery note**.

**It is NOT initially necessary to return the defective guarantee product:** The defective guarantee product only needs to be returned if requested to do so by LEDVANCE or the respective local LEDVANCE company. In this case, the defective guarantee product must be sent in full, sufficiently stamped and in unbreakable packaging by post to the address given below (under 2) a) i) or 2) b) i).

**2) TO WHOM AND IN WHAT FORM SHOULD THE COMPLAINT FORM AND THE COPY OF THE INVOICE BE SENT?**

**a) WARRANTY CASES WITHIN GERMANY:**

For warranty claims within Germany, a warranty claim can be made only by post or via the online claim form:

**i) Submission by post:**

Call up the claim form at [www.ledvance.de/garantie-reklamationsformular](http://www.ledvance.de/garantie-reklamationsformular), print it out and fill in the mandatory information. Enclose a copy of the invoice receipt and send both documents with sufficient postage to the following return/complaint address:

**LEDVANCE GmbH  
CQM Department  
Steinerne Furt 62  
86167 Augsburg  
Germany**

**Complaints to other postal addresses cannot be processed.**

**ii) Online submission:**

Call up the online complaint form at [www.ledvance.de/reklamation](http://www.ledvance.de/reklamation) (please use the complaint form "Private customer (end consumer)"), fill in the mandatory details and upload a copy of the invoice receipt as an attachment. Finally, click on "Send".

**It is not possible to make a warranty claim by other means (e.g. by e-mail, telephone or fax).**

**b) WARRANTY CASES OUTSIDE GERMANY:**

In the case of warranty claims in a warranty area outside Germany, the warranty claim will be processed and the warranty will be granted by **the respective locally responsible LEDVANCE** company in accordance with the provisions of these warranty conditions.

The locally responsible LEDVANCE company is the one in whose country the guarantee holder purchased the guarantee product. An overview of the LEDVANCE national companies can be found under the following link:

[www.ledvance.com/country-list-for-guarantee-cases](http://www.ledvance.com/country-list-for-guarantee-cases)

In the case of warranty claims outside Germany, the assertion of a warranty claim in accordance with clause 1 a) can either be made:

- i) by **written notification by post** with sufficient postage to the respective local LEDVANCE company or
- ii) via the respective **online complaint form** - provided that a link to an online complaint form is indicated in the list of countries at [www.ledvance.com/country-list-for-guarantee-cases](http://www.ledvance.com/country-list-for-guarantee-cases) for the respective country of the warranty case.

**Claims cannot be made by other means (e.g. by e-mail, telephone or fax).**

## 1. Scope of Application, Guarantor/Guarantee Beneficiary

- 1.1. LEDVANCE GmbH, Parkring 29-33, 85748 Garching near Munich, Germany (hereinafter "LEDVANCE") hereby grants exclusively the guarantee specified in TABLE 1a/b for the guarantee products and guarantee periods specified therein.
- 1.2. Guarantee beneficiaries are exclusively entrepreneurs within the meaning of § 14 of the German Civil Code (BGB) who have purchased a guarantee product as per TABLE 1a/b after entry into force as per TABLE 2 and during the effective period of these Guarantee Conditions within the guarantee territory as per TABLE 2 (hereinafter "Guarantee Territory") provided that the purchase was made for commercial purposes or purposes of self-employed occupational activity (e.g. commercial use, commercial resale or commercial installation at third parties). However, one guarantee case regarding the same guarantee product can only be asserted once by one guarantee beneficiary and not several times by different guarantee beneficiaries in the sales chain.
- 1.3. These Guarantee Conditions shall apply exclusively and exhaustively to the guarantee set forth in TABLE 1a/b from entry into force of these Guarantee Conditions and within the Guarantee Territory as per TABLE 2. Any other effective guarantee claims regarding LEDVANCE products purchased before entry into force of these Guarantee Conditions or outside of the Guarantee Territory shall remain unaffected and the respective guarantee beneficiary shall continue to be entitled to assert such other guarantee claims within the respective guarantee period in accordance with the provisions of the respective applicable guarantee conditions.

## 2. Subject and Prerequisites of the Guarantee

- 2.1. LEDVANCE grants the following guarantees:
  - a) With regard to guarantee products as per TABLE 1a (LED lamps), LEDVANCE guarantees, in accordance with the provisions of these Guarantee Conditions, that the respective guarantee product - subject to Sec. 2.2 - is free from manufacturing and material defects within the respective guarantee period.
  - b) Subject to the condition that the maximum burning time and the maximum switching cycles as per TABLE 1b, to the extent specified, have not been exceeded, LEDVANCE guarantees with regard to guarantee products as per TABLE 1b (conventional lamps), in accordance with the provisions of these Guarantee Conditions, that the respective guarantee product - subject to Sec. 2.2 - is free from manufacturing and material defects within the respective guarantee period.
- 2.2. The guarantee shall exclusively apply to the original guarantee product delivered in the original packaging and original accessories included in the original packaging (if any). The guarantee does not include used products and any included batteries or accumulators (if any).
- 2.3. A guarantee claim shall only be valid if the guarantee product at all times has been operated within the permissible specifications according to the product data sheet and has been installed, put into operation and utilized in accordance with the installation and operating instructions.
- 2.4. The guarantee period commences on the date of the purchase invoice by the guarantee beneficiary.

## 3. Exclusions of the Guarantee Claim

Guarantee claims shall especially, without limitation, be excluded in the following cases:

- a) merely negligible and insignificant damage or defects of the guarantee product which do not perceptibly impair the performance (e.g. outage of individual or several LED chips or LED arrays),
- b) expiration of the normal service life of the guarantee product, as specified by the manufacturer and shown in the technical data, within the guarantee period and/or product-related usual reduction in luminous flux of the guarantee product within manufacturer specifications (especially, without limitation, specifications of the lifetime with L and/or B value, e.g. "L70/B20"),
- c) product-related usual changes in light color of the guarantee product according to the state of art,
- d) natural wear and tear of the guarantee product (e.g. changes due to weathering when the guarantee product is used outdoors),
- e) improper or unsuitable use of the guarantee product,
- f) operation of the guarantee product in inadmissible or inappropriate operating environments (e.g. excessive humidity, heat, cold or dust or corrosive environments), or if an interior luminaire is inadmissibly exposed to direct outdoor sunlight),
- g) damage or defects due to the exceeding of permissible temperature limits, switching cycles or voltage values or due to deficient supply network quality (e.g. voltage peaks or over-/undervoltage),
- h) insofar as the guarantee beneficiary or a third party has modified, repaired or operated the guarantee product in combination with products or software of the guarantee beneficiary or a third party without LEDVANCE's prior express written consent,

- i) damage or defects caused by the guarantee beneficiary or a third party or
- j) unforeseeable events of force majeure outside of the sphere of influence of LEDVANCE for which LEDVANCE is not responsible (e.g. natural disasters).

#### **4. Guarantee Benefit**

- 4.1. The guarantee benefit shall be granted to the guarantee beneficiary within the meaning of Sec. 1.2 to the extent that
- a) a manufacturing or material defect within the meaning of Sec. 2.1 a) or Sec. 2.1 b), has occurred within the guarantee period and the other claim prerequisites as per Sec. 2 are fulfilled,
  - b) there are no grounds for exclusion as per Sec. 3 and
  - c) the guarantee beneficiary has duly asserted the guarantee claim in accordance with **TABLE 3**.
- 4.2. The guarantee benefit consists exclusively and at LEDVANCE's sole option in
- a) the provision of a replacement product free of charge in accordance with the provisions of Sec. 4.3 or
  - b) - only if the guarantee beneficiary is a LEDVANCE direct customer - a credit note in the amount of the purchase price to the customer account of the guarantee beneficiary.
- A LEDVANCE direct customer is a customer who has purchased the guarantee product directly from LEDVANCE or a LEDVANCE Company with registered office in the Guarantee Territory (and not from a dealer or other third party).
- 4.3. In case of replacement delivery, LEDVANCE reserves the right to provide a different equivalent replacement product of the same kind the features, specifications and design of which may differ from the guarantee product. The replacement product will exclusively be shipped within the Guarantee Territory.
- 4.4. Not included in the guarantee claim and the guarantee benefit are in particular, without limitation, the following:
- a) repair of the guarantee product,
  - b) reimbursement of the costs of returning the defective guarantee product as per **TABLE 3**,
  - c) reimbursement of installation, dismantling, transport, road, labor, planning, project management or material costs or costs of fault tracing or
  - d) other claims for damages or reimbursement of expenses (e.g. for transport or consequential damages or lost profit).
- 4.5. LEDVANCE reserves the right to examine the validity of the guarantee claim in each guarantee case.
- 4.6. The processing of the guarantee claim and the granting of the guarantee benefit in accordance with the provisions of these Guarantee Conditions will be carried out
- by LEDVANCE for guarantee cases in Germany and
  - by the respective locally responsible LEDVANCE group company as per **TABLE 3** (hereinafter "**LEDVANCE Company**") for guarantee cases in the Guarantee Territory outside of Germany.
- 4.7. The local responsible company is the LEDVANCE company in whose country the warranty holder purchased the warranty product. An overview of the LEDVANCE national companies can be found here: [www.ledvance.com/country-list-for-guarantee-cases](http://www.ledvance.com/country-list-for-guarantee-cases). As a general rule, the guarantee beneficiary usually receives the guarantee benefit within one month after the guarantee claim has been duly asserted
- 4.8. The granting of the guarantee benefit does not extend or renew the original guarantee period.

#### **5. Reservation of statutory Claims**

The guarantee beneficiary's statutory claims and rights under warranty and under the German Product Liability Act (ProdHaftG) shall in no way be restricted by these Guarantee Conditions and the guarantee granted therein. These statutory claims and rights and their free assertion shall apply independently of and in parallel to these Guarantee Conditions and guarantee claims.

#### **6. Applicable Law, Place of Jurisdiction**

- 6.1. These Guarantee Conditions shall exclusively be governed by the law of the Federal Republic of Germany under exclusion of the UN sales law (CISG) and the provisions of international private law.
- 6.2. To the extent the guarantee beneficiary is a merchant, a legal entity under public law or a special fund under public law, the exclusive place of jurisdiction for any and all disputes arising from or in connection with these Guarantee Conditions shall be Munich, Germany. Mandatory statutory provisions regarding exclusive places of jurisdiction shall remain unaffected.

**7. Changing of the Guarantee Conditions**

LEDVANCE reserves the right to change or amend these Guarantee Conditions at any time in its sole discretion with effect for the future. In this case, any effective guarantee claims based on this present version of the Guarantee Conditions shall remain unaffected and the respective guarantee beneficiary shall continue to be entitled to assert such guarantee claims within the respective guarantee period in accordance with the provisions of this present version of the Guarantee Conditions.