

**Guarantee Conditions of LEDVANCE GmbH**  
for Lamps towards Consumers (Version Date: May 2022)

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

<b>GUARANTEE PERIOD</b>	<b>GUARANTEE PRODUCTS</b> (Product Families)
<b>5 Years</b>	<ul style="list-style-type: none"> <li>• SubstiTUBE® Motion Sensor</li> <li>• SUN@Home</li> </ul>
<b>4 Years</b>	<ul style="list-style-type: none"> <li>• SUPERSTAR Classic Glas</li> <li>• SUPERSTAR Classic Heatsink</li> <li>• SUPERSTAR DIM PIN (G4/G9)</li> <li>• SUPERSTAR DIM R7S</li> <li>• SUPERSTAR Spot</li> </ul>
<b>3 Years</b>	<ul style="list-style-type: none"> <li>• DULUX® LED</li> <li>• LEDinestra®</li> <li>• LEDinestra® DIM</li> <li>• LED STAR PIN/R7s/T26/S19</li> <li>• STAR</li> <li>• SubstiTUBE® Star</li> <li>• SubstiTUBE® T9</li> <li>• Vintage 1906®</li> </ul>

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

<b>GUARANTEE PERIOD</b>	<b>GUARANTEE PRODUCTS</b> (Product Families)
<b>3 Years</b>	<ul style="list-style-type: none"> <li>• OSRAM DULUX® STICK</li> <li>• OSRAM DULUX® TWIST</li> </ul>

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

<b>Entry into force of these Guarantee Conditions:</b>	May 23, 2022
<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
  - 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)

(please use complaint form "private customer (end consumer)")

**For warranty cases outside Germany**

Link to the country list of LEDVANCE national companies, including available complaint forms: [www.ledvance.de/garantie-laenderliste](http://www.ledvance.de/garantie-laenderliste)

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.

**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)).

**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 either 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.de/garantie-laenderliste](http://www.ledvance.de/garantie-laenderliste)

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

- 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.de/garantie-laenderliste](http://www.ledvance.de/garantie-laenderliste) 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 consumers 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 not made for commercial purposes or purposes of self-employed occupational activity (e.g. commercial use, commercial resale or commercial installation at third parties).
- 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 guarantees, in accordance with the provisions of these Guarantee Conditions, that the respective guarantee product as per TABLE 1a/b - 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,
- 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),
- g) damage or defects 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 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 in the provision of a replacement product free of charge in accordance with the provisions of this Sec. 4. 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 and, as a general rule, within one month after the guarantee claim has been duly asserted.

- 4.3. Not included in the guarantee claim and the guarantee benefit are in particular, without limitation, the following:
- repair of the guarantee product,
  - a full or partial reimbursement of or a credit note for the purchase price,
  - reimbursement of the costs of returning the defective guarantee product as per **TABLE 3**,
  - reimbursement of installation, dismantling, transport, road, labor or material costs or
  - other claims for damages or reimbursement of expenses (e.g. for transport or consequential damages).
- 4.4. LEDVANCE reserves the right to examine the validity of the guarantee claim in each guarantee case.
- 4.5. 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.
- 4.6. 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.de/garantie-laenderliste](http://www.ledvance.de/garantie-laenderliste) The granting of the guarantee benefit does not extend or renew the original guarantee period.

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

The consumer's statutory rights in the event of defects are not restricted by this guarantee promise and can be claimed free of charge. Any existing statutory warranty rights against us therefore remain unaffected by this guarantee promise.

## **6. Applicable Law**

These Guarantee Conditions shall 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. However, the application and free assertion of mandatory statutory consumer protection provisions of the country where the guarantee beneficiary has his habitual residence 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.