



5 Year Extended Warranty

Quality System Procedure: QSD007



5 Year Extended Warranty

Projection Lighting guarantees the AlphaLED downlight and driver for 5 years.

All products must be registered within 30 days of purchase.

Go to 'Product Registration' at www.alphaLED.co.uk or return a registration form enclosed with every product. Failure to register will invalidate the extended 5 year warranty, reducing it to our standard 12 months from date of purchase. Customers' statutory rights are not affected by this Guarantee.

All returns must be authorised by Projection Lighting.

Conditions

The guarantee covers the product only. Projection Lighting is not liable for any additional costs or consequential losses incurred.

Projection Lighting cannot accept liability for damaged products after safe delivery has been accepted. The customer must carry out an examination when the product is delivered and any damage must be reported within 24 hours.

The product must be installed by a qualified electrician in accordance with the recommended installation instruction.

The guarantee is only applicable to full luminaire package, as normally supplied by Projection Lighting. Any parts or subassemblies supplied for use with customer's own equipment are not covered by our warranty.

The guarantee will not cover any failures due to misuse, tampering or inappropriate installation.

Returns

All returns must be requested by email at returns@projectionlighting.co.uk

Any returns requests must quote the guarantee number and is description of the problem. If validated, an RMA number will be issued with detailed returns instructions.

All returned items must be clearly identified by the RMA number.

Shipping of authorised returns to projection lighting is the responsibility of the customer and any damage during transit will not be covered by the guarantee. Any repaired and replaced item will be shipped back to the customer free of charge (UK mainland only).