

Warranty terms and conditions of LED2WORK GmbH

§ 1 Subject Matter and Purpose of the Warranty

LED2WORK GmbH (hereinafter 'LED2WORK') grants its customers (hereinafter 'Customer') a warranty of five (5) years from the date of delivery (hereinafter 'Warranty'). This Warranty is granted in addition to statutory warranty rights and does not restrict them. The Warranty is intended to provide the warranty recipient with additional assurance regarding the quality and durability of the products manufactured by LED2WORK.

§ 2 Warranty Claims and Scope of Warranty

1. The Warranty, as described below, applies exclusively to products manufactured by LED2WORK itself and in which only original LED2WORK replacement parts are installed. The Warranty does not extend to parts or components that do not originate from LED2WORK and were not integrated into LED2WORK's production process (commercial goods, e.g., external power supplies, connection cables).

2. The Warranty shall apply exclusively if the product exhibits one of the following defects (hereinafter 'Warranty Case'):

a) Material defects: Damages or deficiencies attributable to defective material of the product.

b) Design defects: Errors in the construction or design of the product that impair its functionality.

c) Manufacturing defects: Production-related deficiencies that occurred during the manufacturing process.

(hereinafter referred to as "errors")

3. Under this Warranty, LED2WORK undertakes, at its discretion, to provide the following services in the event of a Warranty Case:

a) to repair the defective product (repair) or

b) to deliver an equivalent replacement product, whereby the Customer agrees to deviations in light properties (e.g., luminous flux, color temperature) and performance changes compared to the originally delivered products due to technical progress (replacement) or

c) to grant appropriate financial compensation at LED2WORK's reasonable discretion, up to a maximum of a refund of the purchase price against return of the defective product (financial compensation).

(hereinafter referred to as "warranty services")

4. The Warranty does not cover any further services, in particular not

a) the costs of dismantling, reinstallation, or transport, except for § 5 No. 3, and

b) compensation for consequential damages (e.g., loss of production or lost profits).

5. The Warranty expires upon proper fulfillment of a warranty service.

§ 3 Conditions for claiming the Warranty

LED2WORK will only provide the warranty if all the following conditions are met:

1. The product has been installed and operated in accordance with the technical specifications and operating instructions provided by LED2WORK with delivery.

2. The installation was carried out by qualified personnel in compliance with the applicable electrical regulations.

3. The product has been used as intended in environments that comply with the specified operating conditions (e.g., temperature range, humidity level).

4. No alterations, redesigns, structural changes, reconfigurations, or other modifications have been made to the product.

5. Maintenance and cleaning work has been carried out at regular intervals, professionally, and in accordance with the instructions of LED2WORK.

§ 4 Warranty Period

The Warranty is valid for a period of five (5) years from the date of delivery.

§ 5 Grounds for Exclusion

The Warranty is excluded in the case of defects or damages that are not attributable to an error pursuant to § 2 no. 2 of these Warranty Conditions (hereinafter 'Exclusion Grounds'). Exclusion Grounds include, but are not limited to:

1. Improper use: Misuse of the product (e.g., use outside the intended application).
2. Operation under conditions that do not comply with the technical specifications and operating instructions (e.g., extremely high/low temperatures, excessive humidity, or aggressive environments; use of cleaning agents other than those specified in the operating manual).
3. Mechanical damage: Damage caused by external mechanical influences such as impacts, blows, improper handling, or damage due to improper transport or storage.
4. Electrical damage: Damage caused by overvoltage, short circuits, or incorrect electrical installation.
5. The use of unauthorized accessories, spare parts, or harmful cleaning agents.
6. Force majeure: Damage caused by natural events such as lightning, floods, earthquakes, or other unforeseeable events.
7. Interventions by third parties: Repair attempts or modifications by unauthorized persons, which, for example, lead to impairment of seals.
8. Natural aging processes: Wear, deterioration, and aging. Natural wear of components such as seals, cables, or other parts, as well as damage resulting from natural aging processes or wear due to external influences, in particular chemical influences.
9. Luminous flux depreciation of up to 0.6% per 1000 operating hours over the product's lifetime, as well as a failure within the nominal failure rate of approximately 0.2% per 1000 operating hours, and
10. Assembly Error.

§ 6 Making a Warranty Claim

The following steps are required to make a Warranty Claim:

1. The Customer is obliged to notify LED2WORK of the defect in writing immediately after its discovery.
2. The Customer is obliged to provide a copy of the invoice and, if applicable, further evidence of the delivery date, the defect, and any resulting deficiencies.
3. The product must be sent in for inspection at the request of LED2WORK. The shipping costs are initially borne by the Customer; these will be reimbursed by LED2WORK in the event of a justified Warranty Claim.
4. After inspecting the product, LED2WORK shall decide whether a Warranty Claim exists and which measures LED2WORK will take in accordance with § 2 no. 3 (repair, replacement, or financial compensation).

§7 15 years of availability of spare parts, repair services, and replacement delivery (each subject to a chargeable service order).

For up to 15 years from the date of delivery, LED2WORK shall, in the event of a defect in the delivered product and upon placement of a chargeable service order, provide the following: (i) spare parts for the delivered product; (ii) repair of a defective product; and (iii) delivery of a new product that is at least comparable to the delivered product in terms of mechanical and electrotechnical characteristics.

§ 8 Other Provisions

1. This Warranty applies exclusively to the original purchaser. Rights under this Warranty are not transferable.
2. LED2WORK and the Customer hereby agree that, in accordance with § 2 no. 3, replaced products or components shall become the property of LED2WORK.

§ 9 Final Provisions

1. The place of performance for all warranty services is the registered office of LED2WORK, unless otherwise provided in the Warranty Conditions.
2. The exclusive place of jurisdiction, if the Customer is a merchant, a legal entity under public law, or a special fund under public law, for all disputes arising directly or indirectly from the contractual relationship shall be the registered office of LED2WORK. However, LED2WORK is also entitled to bring an action at the Customer's place of business.
3. The legal relations in connection with these Warranty Conditions shall be governed exclusively by German substantive law, excluding the United Nations Convention on Contracts for the International Sale of Goods.

As of Dezember 2025