

Subject: Warranty Declaration

Dear Sir / Madam,

All the materials produced under the brand name of HS Lights are warranted for 4 years.

A. The warranty will only be valid if the following conditions may be proven to have been Complied with:

1. Use of the products in accordance with their intended purpose as set out by the relevant product and application specification.
2. No modifications may be performed on the products which would alter its as-delivered condition.
3. The installation may only be carried out by qualified personnel in accordance with the installation instructions.
4. Limiting values for temperatures and voltage product must not be exceeded.
5. Product warranties remain valid provided the product was properly installed and used.

B. The warranty does not cover:

1. All ancillary costs incurred in connection with the remedy of the repair (such as mounting and dismantling, transport of the faulty and repaired / new product, disposal, travel and transit time, hoisting equipment, scaffolding)Settings / parameterization work in systems which change as a result of wear, fatigue or dirt.
2. Any necessary services such as repeated installing, operating under un-relevant conditions.
3. Defects, malfunctions, or failures of the warranted product caused by damage resulting from acts of God (such as floods, fire, etc.), environmental and atmospheric disturbances, other external forces such as power line disturbances, host computer malfunction, plugging the board in under power, or incorrect cabling, and damage caused by misuse, abuse, and unauthorized alteration or repair, are not warranted.
4. The product has been updated, reworked, or improperly tested by the customer, or by a third party at the request of the customer.
5. The product is damaged beyond repair due to natural disasters, such as by lightning, flood, earthquake, etc.
6. The product has been found to be defective after the warranty period has expired.

C. Warranty Claims.

Should a defect of the product be detected during the period of validity of this warranty, the Client shall be required to forward to the Manufacturer - to the Post Sale service of the latter (claims@hslights.ae) – a specific written request which shall include the production details and identification code provided upon granting this warranty specifying the details of the defect/s detected and of the conditions of use of the Product in question.

D. Note:

1. The warranty is fulfilled following a decision by us as to whether the product or the faulty components of the product should be repaired at one of our locations or replaced by identical or equivalent substitute products. The design and properties of product replacements may deviate slightly, but not unreasonable from the original product due to technical advancement.
2. The product has been subjected to misuse, abuse, or unauthorized repair, whether by accident or other cause. Such conditions will be determined by HS Switchgear at its sole and unfettered discretion.
3. This warranty is limited to the repair and/or replacement, at HS Switchgear sole discretion, of the defective product during its warranty period. HS Switchgear will replace any product found to be defective within the first three months of purchase provided said product was properly installed and used.
4. The product should not be in operating condition continuously more than 8 hours.
5. The legal relationship in connection with the warranty is governed exclusively by Dubai law. We expressly refer to the conditions attached to the invoice / to our General Terms and Conditions.

Sincerely yours,

Vijay Gujjar
General Manager