



EGLO WARRANTY PROVISIONS

Dear customer,

EGLO is a leading manufacturer of decorative living space lamps and sets global accents with its product diversity from Tyrol. Design, innovation and quality are the basis of international success.

We congratulate you for having purchased this lamp. It is a high-quality product and has been subjected to strict quality control by EGLO.

In addition to the statutory warranty, we grant a guarantee regarding the products purchased from us according to the proviso of the following provisions. Your statutory rights, especially in terms of warranty and consumer protection, are not limited by this in any manner.

1. The warranty period is indicated on the respective outer packaging of the lamp/luminaire purchased by you. Please keep the receipt as proof of purchase.
2. During the warranty period, devices that have defects due to defects of material and craftsmanship shall, at our choice, be repaired or replaced. If neither a repair nor a replacement of the product is possible, EGLO shall reimburse you for the purchasing price paid by you, if applicable also in the form of a credit. Exchanged devices or parts of devices shall pass to our property. The guarantee services shall neither lead to an extension of the warranty period nor start a new guarantee.
3. Guarantee claims must be asserted without delay after gaining knowledge of the defect within the warranty period.
4. To assert the guarantee, the following steps are required: Please contact the dealer or contractual partner from whom you purchased the lamp and assert your guarantee claim under submission of the receipt. If requested, the defective product shall be returned to the dealer or contractual partner
5. Guarantee claims shall be excluded in case of damage from:
 - Abusive or improper treatment or non-intended use
 - Environmental influences (moisture, heat, overvoltage, dust, current or mains fluctuations, oxidised surfaces/flash rust that can be polished off especially in coastal regions, etc.)
 - Non-observance of the safety provisions applicable to the device
 - Non-observance of the operating and assembly instructions
 - Application of force (e.g. impact, shock, fall)
 - Independent repair attempts
 - Sending in packaging that is not safe for transport
 - Damage to fragile components (e.g. glass) or consumables (e.g. rechargeable batteries, batteries).

Any costs connected to processing the guarantee (shipping costs, etc.) shall be at your expense in this case.