



Waranty document

Candle big/small no WDMX,
No DMX control

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Warranty

1.1 Application of warranty

Warranty period

Warranty service is valid for one year from the date of purchase by the consumer, as evidenced by invoice date given out by your point of sale.

Warranty service

Service under warranty can only be done by Lux Lumen.

Coördinaties:

Lux Lumen
Kernenergiestraat 53 A
2610 Wilrijk
Belgium

Any cost of secure transportation of the product to and from Lux Lumen service department, will be borne by the customer.

Limitations

Lux Lumen will not warrant the following:

- Periodic check-ups, maintenance and repair or replacement of parts due to normal wear and tear.
- Consumables
- Any software
- Defects caused by modifications carried out without Lux Lumen's approval.
- Damage resulting from the fact that a product is not conforming to country specific standards or specifications in another country than the country of purchase.

Costs incurred by Lux Lumen's service center in making any adaptations or modifications of a product necessary for country specific technical or safety standards or specifications, or any other cost to adjust the product as a result of any specifications which have changed since the delivery of the product.

Warranty service is excluded if damage or defects have been caused by:

Improper use, extensive use, handling or operation of the product as referred to in the user manual or operator manual and/or relevant user documents, including without limitation, incorrect storage, dropping, excessive shocks, corrosions, dirt, water, or sand damage, if the product is not rated to be used in severe conditions, indicated by its IP and IK degree, mentioned in the product specifications in this manual.

Repairs, modifications or cleaning carried out by a non Lux Lumen service centre.

Use of spare parts, software or consumables, which are not compatible with the product.

Connecting the product to equipment not intended to be used with this product.

Defects caused by improper condition of the power supply network.

Inadequate packaging of the product when returning it under the RMA procedure.

Accidents or disasters or any cause beyond the control of Lux Lumen, including but not limited to lightning, water, fire, public disturbances, improper ventilation, and acts of god.

Others

It is the responsibility of the customer to backup and save any software files and programs before repair and to restore the same after such repair.

This warranty does not affect the consumer's statutory rights under applicable national legislation in force, nor the consumer's rights against the retailer arising from the sales/purchase contract. In the absence of applicable national legislation, this warranty will be the consumer's sole and exclusive remedy, and Lux Lumen cannot be liable for any incidental or consequential damages for breach of any express or implied warranty of this product.

For full details of the warranty offered on this product, please contact Lux Lumen's service center.

1.2 RMA procedure

To send material back to Lux Lumen, you need a RMA (Return Material Authorization) document that you will receive from Lux Lumen.

Without the RMA document, we cannot accept the material.

The procedure to obtain a RMA:

Step 1:

Customer contacts Lux Lumen about warranty, defects if material has to be returned.

Step 2:

Lux Lumen sends the customer a filled out RMA document (using a unique RMA number)

Step 3:

Customer sends material (include a copy of the RMA document with the material)

Step 4:

Lux Lumen evaluates the problem, and informs the client if repair is done under warranty or makes an offer to the client for repair.

Step 5:

The procedure related to lux lumen quality procedures, according ISO 9001 is started up.