
THIS WARRANTY STATEMENT IS FOR THOSE PRODUCTS SUPPLIED AND INSTALLED BY FUTURE LIGHTING LIMITED.

Future Lighting Limited stands by its products. In general terms, the company gives a full 5-year manufacturer's warranty on all of its products **[Excluding Batteries]** from date of sale and installation from Future Lighting Limited.

Warranty replacements shall be covered for a period of 5 years from the date of the original product sale and installation from Future Lighting Limited.

To claim, please contact Future Lighting Limited and complete a warranty claim form (available from info@future-lighting.co.uk). Claims may be disputed if the troubleshooting guidelines are not completed or no defect is found with the product. The detailed terms and conditions of this warranty are set out below.

Colour variation occurs within LED manufacture. While we make every effort to match the color of lights, there may be a noticeable difference. Future Lighting Limited does not warrant this color variation on lights.

Future Lighting Limited reserves the right to change the design, range and components without any prior notification either written or verbal.

Future Lighting Limited is not liable for the organisation of or costs such as but not limited to, access equipment scaffolding and scissor lifts etc, required to access any faulty goods for inspection.

1: WARRANTY OF QUALITY

- 1.1** In the case of goods manufactured and sold by Future Lighting, a company incorporated in England and Wales (registered number 9066616) and whose registered office is at 215 Grangewood House, Loughton, Essex IG10 3TZ (the "Goods" and the "Company", respectively), the Company warrants to the purchaser of the Goods (the "Buyer") Conditions and unless otherwise notified upon delivery (whether installed or not), that goods supplied shall be of satisfactory quality within the meaning of the Sale of Goods Act of 1979.
- 1.2** The Company shall not be liable for a breach of the warranty in Condition 1.1 unless:
- 1.2.1** The Buyer gives written notice of the defect to the Company, and to the carrier if the defect is as a result of damage in transit, within 14 days of the time when the Buyer discovers or ought to have discovered the defect; and
- 1.2.2** The Buyer has the obligation to provide all the requested information where reasonably possible and to provide a truthful statement of all information requested in relation to the claim.
- 1.2.3** The Buyer returns such Goods to the Company's place of business at the Buyers cost, regardless of the outcome of the claim.
- 1.2.4** The Company is given a reasonable opportunity after receiving the returned Goods for the examination to take place at the Company's place of business.
- 1.3** The Company shall not be liable for a breach of the warranty in Condition 1.1 if:
- 1.3.1** The Buyer makes any further use of such Goods after giving such notice; or
- 1.3.2** The defect arises because the Buyer failed to follow the Company's oral or written instructions as to ongoing maintenance, testing, storage, transportation, installation, commissioning, modification, use or maintenance of the Goods or (if there are none) good trade practice; or the defect arises from the corrosion of metal parts or the failure of the Buyer to ensure that Goods are installed correctly, bonded correctly and that there are no active stray currents in the vicinity; or
- 1.3.3** The defect arises as a result of any default of, or is caused by, the Buyer or (without limitation) as a result of misuse, abuse, improper installation, neglect, improper shipping by a party other than the Company; or
- 1.3.4** The Buyer alters, repairs or modifies such Goods without written consent of the Company; or

- 1.3.5** The defect arises due to a cause beyond the Company's reasonable control, such as: act of God, explosion, flood, tempest, fire or accident, including without limitation lightning; war or threat of war, national emergency, sabotage, terrorism, insurrection, protest, riot, epidemic, civil disturbance or requisition; Acts, restrictions, regulations, by-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority; import or export regulations or embargoes; strikes, lock-outs or other industrial actions or trade disputes (whether involving employees of the Company or of a third party); restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials; or power failure or breakdown in machinery.
- 1.3.6** Where the Company has notified the Customer directly of in service modification(s) deemed necessary to further protect the Goods from damage have not been followed.
- 1.3.7** Where a claim has been made where the Goods ownership is in dispute.
- 1.3.8** Where the parts were not installed by Future Lighting Limited.
- 1.4** Subject to Conditions 1.2 and Condition 1.3, if any of the Goods do not conform with the warranty in Condition 1.1 the Company shall at its option repair or replace such Goods (or the defective part) without charge for labor or parts or refund the price of such Goods at the original purchase price. The Company shall pay for the return transportation to the Buyer of such repaired or replaced Goods.
- 1.5** Any Goods replaced shall belong to the Company and any such repaired or replacement Goods shall be guaranteed on these terms for the unexpired portion of the warranty period of the warranty in Condition 1.1.

2: LIMITATION OF LIABILITY

- 2.** These Conditions set out the entire financial liability of the Company (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Buyer in respect of:
- 2.1.1** Any breach of these Conditions;
- 2.1.2** Any defect in the Goods;
- 2.1.3** Any use made or resale by the Buyer of any Goods, or of any product incorporating any of the Goods; and
- 2.1.4** Any representation, statement or tortious act or omission including negligence arising or in connection with the contract with the Buyer.
- 2.2.** All warranty, conditions and other terms implied by UK law are, to the fullest extent permitted by law, excluded from the contract with the Buyer.
- 2.3.** Nothing in these conditions excludes or limits the liability of the Company;
- 2.3.1** for death or personal injury caused by the Company's negligence;
- 2.3.2** Under UK law;
- 2.3.3** For any matter which it would be illegal for the Company to exclude or attempt to exclude its liability; or
- 2.3.4** For fraud or fraudulent misrepresentation.
- 2.4.** Subject to the above Condition 2.3:
- 2.4.1** the Company's total liability in contract, (including without limitation negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the contract with the Buyer or (without limitation) in respect of the Goods shall be limited to the original purchase; and
- 2.4.2** The Company shall not be liable to the Buyer for any pure economic loss, loss of profits, loss of business, loss of contracts, damage to property, depletion of goodwill or otherwise, in each case whether direct, indirect or consequential loss, or any claims for consequential whatsoever (however caused) which arise out of or in connection with the contract with the Buyer or (without limitation) the Goods.

3: THIRD PARTY RIGHTS

No term of any Contract formed between the Buyer and the Company shall be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person that is not a party to it.

4: APPLICABLE LAW

Each of (a) the sale of the Goods to the Buyer, (b) these conditions, and (c) any disputes or claims arising there from or in connection therewith shall be governed by and construed in accordance with the law of England; and the Buyer and the Company irrevocably agree that the Courts of England have exclusively jurisdiction to settle any dispute or claim that arises out of or in connection with the foregoing.

5: GREY MARKET INTERNET POLICY

Grey marketed products continue to be a threat to our worldwide distribution and dealer network. In order to proactively discourage this activity by Internet resellers of our product, Future Lighting Limited will not honor the warranty of products purchased via the grey market through internet resellers. The following notice will be added to Future Lighting Limited's warranty cards, website and all internet sellers will be required to post the same notice.

WARRANTY NOTIFICATION: Future Lighting Limited warrants products purchased and installed, only if the products are delivered and installed within the United Kingdom. The warranty is void if the product is delivered or installed outside the United Kingdom. Proof of purchase and installation will be required.

6: MAKING A CLAIM

- 6.1** Irrespective of how the products were fitted or by whom, when you discover that there may be a problem with the products you must notify ourselves within 14 days.
- 6.1.1** When you discover a problem we ask that the products that have a problem are not used. This will minimise any further damage. We recommend that the product be disconnected to prevent accidental use.
- 6.1.2** If a claim is accepted the part will be replaced on a "like for like basis". No refunds will be given.
- 6.1.3** If you feel unhappy with any part of the claims process please let us know.
- 6.2** Products supplied and fitted by a sub-contractor
 - 6.2.1** If you had the products installed by one of our sub-contractors/dealers we ask that you contact them and ask that they check the installation and establish the cause of the problem. This is because many problems are due to issues with the installation or electrical aspects external to the lighting system, and can be resolved without the need for removal of the product.
 - 6.2.2** You should locate your purchase invoice for the products when you believe there is a problem and contact the dealer from whom you purchased the products and / or who fitted them.
 - 6.2.3** Your dealer will contact us and together we will investigate and resolve your issues and together we will investigate.
- 6.3** Products supplied by a dealer but fitted by the Buyer
 - 6.3.1** If you installed the products yourself, before making contact we ask that you follow the troubleshooting chart for your product. When following the appropriate troubleshooting chart we find that it is helpful to complete the appropriate warranty claim information sheet. Copies can be found in the troubleshooting section of the manual included with the product or alternatively it can be sent following a request to info@future-lighting.co.uk
 - 6.3.2** If after following the troubleshooting guide, you still believe that the problem still exists with our product you will need to contact us.
 - 6.3.3** When contacting us you will be required to provide the information recorded on the warranty claim information sheet and have the copy of your purchase invoice for the products.
 - 6.3.4** When contacting us you will be asked for the details from the original invoice and job sheet. During this time the dealer will complete the appropriate warranty claim form that will be returned along with the part.
- 6.4.** Before making contact we ask that you follow the trouble shooting chart for your product, when following the appropriate troubleshooting chart, we find that it is helpful to complete the appropriate warranty claim information sheet. Copies can be found in the troubleshoot section of the manual included.
 - 6.4.2** If after following the troubleshoot guide, you still believe that the problem still exists with our product you will need to contact the Service Manager at Future Lighting Limited

- 6.4.3** When you contact us you will be required to provide the information recorded on the warranty claim information sheet and have the copy of your purchase invoice for the products where you believe there is a problem. The Service team will review with you your problem and where possible advice on any further checks that may be required to be done. If from the test results you do appear to have a problem, you will be issued with a Warranty Claim number. The Claim number is unique to your claim and should be used in all correspondence and attached to the returned parts.
- 6.4.5** The part will be investigated and if the cause is established to be a manufacturing error or a problem with the components we will return a replacement part to you.
- 6.4.6** If you require a part urgently, you will be required to purchase a new one from us. You then have a maximum of 30 days to return the faulty part to us. We will investigate and if the product has a problem due to our manufacturing, will provide a full refund. If you do not think that you can return the part to us within the 30 days, please contact the Service Manager. If the product is not returned within the time limit the claim will be closed and no refund given.
- 6.4.7** If we are unable to find a problem with the part, we will inform you of the outcome. We can provide guidance on possible reasons for the fault. Unfortunately, we are not liable for or cannot fix problems with equipment and installations that are not purchased directly from Future Lighting Limited. The returned product can be returned to you at your request.



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