

## General Terms

- Products are designed for indoor and outdoor use as per specified IP rating and application.
- Installation must be done by qualified personnel following standard electrical practices.
- Ensure proper earthing, surge protection, and rated voltage supply.
- The company is not liable for issues arising from improper installation, misuse, or use outside specified conditions.

## Warranty Coverage

- Essential Series : 3-year warranty against manufacturing defects
- Architectural Series : 5-year warranty against manufacturing defects
- Linear Series : 5-year warranty against manufacturing defects
- Warranty is component-based:
  - Only defective parts (driver/fixture/strip/SMPS) will be repaired/replaced
  - Complete product replacement is not applicable

## Category-Specific Warranty Terms

### General Lighting (Essential & Architectural)

- Applicable for panel lights, downlights, spotlights, rope lights, etc.
- Rope Lights: Replacement on meter-to-meter basis only
- Warranty will be void in case of:
  - Water/moisture damage (beyond product rating)
  - Physical damage or mishandling
  - Wrong wiring or incorrect connections
  - Electrical surge or fluctuations beyond rated limits of the driver
  - Any modification or alteration
- Products must be used under proper electrical conditions with correct installation

### Linear Series (Tracks, Strips, Profiles, SMPS, etc.)

- Profiles / Aluminium channels: No warranty applicable
- LED Strips: Covered only for LED burn/failure under normal usage
- No warranty for physical damage or installation damage
- Must be used with correct voltage and compatible drivers
- Replacement on meter-to-meter basis only
- SMPS / Drivers: No warranty for wrong connections, voltage mismatch, or electrical faults
- Warranty void in case of:
  - Electrical surge or fluctuations beyond rated limits
  - Improper installation or handling
  - Water exposure beyond rating
  - Modification or alteration

## General Warranty Conditions

Warranty will not apply in case of:

- Improper installation or non-standard electrical practices
- Electrical surge, voltage fluctuation, or unstable power supply beyond the rated limits of the driver (e.g., surge protection capacity such as 4kV or as specified)
- Physical damage, scratches, bends, or breakage
- Use beyond specified application or IP rating
- Unauthorized repair, tampering, or modification
- All warranty claims are subject to technical inspection and approval
- Replacement will be provided with same or equivalent model based on availability
- Transit and handling charges are not covered under warranty

## Return Policy

- Any quantity/dispatch discrepancy must be reported within 48 hours of delivery
- Returns are accepted only within 30–45 days from invoice/dispatch date
- Products must be returned in:
  - Original condition with complete packaging
  - Unused, undamaged, and in working condition
  - Free from scratches, marks, bends, or physical damage

## Product-Specific Return Conditions

- Profiles: Must be returned as a complete set (aluminium profile + diffuser) with no bends/damage
- COBs / Downlights: Must be unused with all springs and fittings intact
- Magnetic Tracks & Accessories: Must be unbent, scratch-free, and in original packing
- LED Strips / Rope Lights: Must be uncut, unused, and in original roll condition
- Drivers / Controllers: Subject to working condition verification

## Non-Returnable Items

- Cut pieces of LED strips or rope lights
- Custom-made or specially manufactured products
- Installed, used, or removed items

## Logistics & Refund Policy

- Return transportation and handling charges are to be borne by the customer
- The company is not responsible for damage during return transit
- Refunds will be processed only after inspection and approval
- Approved refunds will be issued within 7 working days

## Final Clause

- The company reserves the right to accept or reject any warranty or return claim
- Liability is limited to the product value only
- Final decision rests with the technical team
- Terms are subject to change without prior notice