

**Guarantee Conditions of LEDVANCE GmbH
for Lamps towards Entrepreneurs**

(valid for guarantee products purchased by the guarantee beneficiary before July 1st, 2019)

The following guarantee conditions apply exclusively to guarantee products purchased by the guarantee beneficiary before July 1st, 2019:

OSRAM LED lamps from LEDVANCE are noted for their first-class engineering, state-of-the-art thermal management, high-quality components, and systematic quality assurance. On LED lamps operated according to LEDVANCE product and application specifications e.g. data sheets, application notes, compatibility lists, LEDVANCE is in the position to offer the following guarantees in hours or years, depending on whatever comes first:

Product	Rated Lifetime* (h)	Guarantee Years	Hours
Professional LED Lamps			
PARATHOM**	15.000	2	8.000
LEDinestra	15.000	3	10.000
LEDinestra Advanced	20.000	3	15.000
PARATHOM**	15.000	4	10.000
PARATHOM Advanced	25.000	4	15.000
PARATHOM PRO	40.000	5	20.000
Professional Special LED Lamps			
DULUX D LED	30.000	3	-
HQL LED	50.000	5	-
Professional LED Tubes			
SubstiTUBE Value	30.000	3	-
SubstiTUBE Advanced	50.000	5	-
SubstiTUBE Advanced UO	60.000	5	-

*L70/B50, according EC 1194/2012 **Please check guarantee on packaging.

If a LED lamp completely fails (due to a product fault) within the guarantee period from the purchase date, the purchaser will receive a replacement free of charge. The faulty product must be sent to LEDVANCE along with the receipt and postage paid by the sender. The guarantee is only within Europe. This guarantee does not affect the statutory rights of the purchaser. LEDVANCE reserves the right to make the final decision on the validity of any guarantee claim. Therefore it is necessary to return the defective LED lamp to LEDVANCE.

Conditions

- No registration needed
- Statutory guarantee claims are not affected by this guarantee and shall apply independent from it and in parallel.
- Guarantee claims will be handled by the local LEDVANCE office in the relevant country.
- Guarantee starts from the invoice date of the end user.
- The granted guarantee may only cover LEDVANCE lamps as delivered in the original packaging. The guarantee is limited to covering the product defect, additional damages are not covered by the guarantee.
- The guarantee is only valid for properly stored and installed products operating according conditions specified in the product datasheet and product technical data.
- Product failure due to acts of God, fire, civil disturbances and lightning are exempt of the guarantee.
- The guarantee is suspended if the product is repaired or altered.
- The product may only be replaced with the same or an equivalent product.
- A replacement of the product is only possible if the whole lamp fails (the failure of a single LED chip is thereby excluded).