

## WARRANTY TERMS & CONDITIONS

### Effective October 2023

#### WARRANTY

At NVC OVERSEAS CORPORATION (HUIZHOU) we are dedicated to providing our customers with peace of mind. We have taken every measure to ensure that our products meet the highest standards expected by specifiers, installers, and end-users. However, in the rare event that a product falls short of these expectations, we stand by our commitment to promptly address the issue. Our warranty encompasses the following provisions:

#### 5-YEAR WARRANTY

- All products as featured on our website [www.nvclighting.me](http://www.nvclighting.me) bearing the designated symbol are backed by an extensive 5-year warranty, covering an unlimited number of operating hours.



- Note:** Products quoted or specified by other subsidiaries of the NVC International group, will have their own unique warranty terms, and the five-year warranty mentioned on our website [www.nvclighting.me](http://www.nvclighting.me) will not be applicable to such products.

#### OVERVIEW

Starting from October 2023, all NVC OVERSEAS CORPORATION (HUIZHOU) products are covered by a 5-year warranty, including the following terms:

- 5-Year Warranty:** Applies to all products featuring the specified symbol and only as listed on our website [www.nvclighting.me](http://www.nvclighting.me)
- Commencement Date:** All warranty periods begin from the date of product installation.
- Qualifications:** To validate a warranty claim, the product must be suitable for its intended use and professionally installed in accordance with prevailing best practices.
- Warranty Coverage:** Our warranty encompasses the repair, replacement, or refund of any defective product.
- Contacting Us:** In the event of a claim, please first reach out to the distributor from whom you originally purchased the product.

#### TERMS

- Defective Products:** We warrant our products against design flaws, material defects, and workmanship issues. If you believe you have a valid warranty claim, please initiate contact with the distributor from whom you made your purchase.
- Repair, Replacement, or Refund:** We retain the discretion to repair, replace, or refund any product when a warranty claim is substantiated, according to the following terms:
  - Repair:** In cases where repair is deemed feasible, the repaired product will carry the remaining portion of the original warranty.



- Replace: If repair is impractical or cost-prohibitive, we will provide a replacement product. This replacement may be identical to the original item or, if unavailable, the closest equivalent product. In the case of a product replacement, the warranty will be equivalent to that of a new product, spanning a full 5 years, as applicable.
- Refund: Should the replacement offer not meet your requirements; a refund will be provided. The refund amount will equal the price initially paid to NVC OVERSEAS CORPORATION (HUIZHOU) for the product subject to the warranty claim, net of all discounts, rebates, and the like.
- Warranty Start Date: Our warranties are effective from the date of product installation.
- Unlimited Coverage: Our warranties are not subject to limitations based on operating hours.

### CONDITIONS

When evaluating a warranty claim, the following conditions will be considered:

- Installation: Products must be installed, maintained, and tested in strict adherence to our instructions, local electrical installation regulations, and generally accepted good installation practices. Neglecting this requirement may invalidate the warranty.
- Ambient Temperature: Unless specified otherwise in our instruction leaflet or on the data sheet, all our products are intended for use in ambient temperatures not exceeding 45°C. The minimum ambient temperature for emergency products is 0°C.
- Lumen Depreciation: The L values (L80, L70, etc.) we specify are averages. This means that in a given installation, it is normal for up to 50% of all fixtures to achieve less than their stated L values at the end of their rated life (typically 100,000 hours or 50,000 hours), while the remaining fixtures will surpass them. A warranty claim based on significant lumen depreciation will only be considered if it pertains to the average performance of an entire installation of a product.

### EXCLUSIONS

The following are excluded from our warranty coverage:

- Labour Costs: The costs associated with removing and/or replacing products that qualify for a valid warranty claim are not covered.
- On-Site Expenses: Expenses such as the rental of access equipment for removing and/or replacing warranted products are not covered.
- Consequential Losses: Any consequential losses and damages resulting from faulty products, including but not limited to property closure costs, income loss, business interruption, and compensation for personnel and contractors, are not included.

### MAKING A WARRANTY CLAIM

If you believe you have a valid warranty claim, please contact the distributor from whom you originally purchased the product in question. If the distributor is no longer in operation, you may directly contact NVC OVERSEAS CORPORATION (HUIZHOU).

To expedite the resolution process, please be prepared to provide the following information: purchase date and location, installation environment details, description of the alleged fault, product identification, and batch code or date of manufacture (located on the product label). We are committed to promptly addressing your concerns.