

WARRANTY FOR YOKOHAMA LIGHTING PRODUCTS

FOT-ART BIS offers a warranty for YOKOHAMA Lighting products, conditional on possession of a legible sales document (fiscal receipt or purchase invoice).

The warranty covers all faults resulting from defects in the Product itself, i.e. hidden material or manufacturing defects, and is only valid in the event that YOKOHAMA Lighting products have been used in accordance with their intended purpose, namely:

- in accordance with the conditions included in the product information and on its packaging,
- at an ambient temperature within the range -20°C to +40°C,
- the products are used exclusively indoors and are not exposed to direct contact with water, apart from products which have information to the contrary on the packaging,
- the products are placed in an open frame with a min. 10mm air flow around them,
- the products are not subjected to more operating cycles than stipulated on the packaging, and the
- electrical system in which the light is working is not subject to fluctuations in voltage exceeding 230V +/- 10%.

The warranty does not cover natural wear of YOKOHAMA Lighting products or

- faults resulting from improper use of the products, power surges, too high/low voltage,
- faults resulting from improper maintenance or storage,
- faults resulting from actions by third parties,
- faults resulting from incidents for which FOT -ART BIS is not responsible, in particular force majeure,
- faults resulting from the effects of chemical, thermal or mechanical agents.

CONDITIONS OF THE WARRANTY FOR YOKOHAMA LIGHTING PRODUCTS

1. FOT-ART BIS, guarantees that YOKOHAMA Lighting products will be free from material or manufacturing defects.
2. The warranty period of YOKOHAMA Lighting products begins on the day they are purchased by the Consumer.
3. FOT-ART BIS offers a three-year warranty on YOKOHAMA Lighting products for physical persons conditional on possession of a legible sales document - a fiscal receipt.
4. FOT-ART BIS offers a one-year warranty on YOKOHAMA Lighting products for economic entities conditional on possession of a legible sales document - a purchase invoice.
5. If the product contains hidden material or manufacturing defects, FOT-ART BIS and commercial representatives of YOKOHAMA Lighting products will replace the Product free of charge. Distributors and Partners are not authorised to exchange products on behalf of FOT-ART BIS and its representatives.
6. If FOT-ART BIS decides to replace the Product, but is unable to do so due to unavailability or discontinuation of the Product, it may refund the Consumer the sum paid for the Product or replace the Product with another, comparable model (which may differ slightly from the Product in terms of design and technical specifications).
7. The responsibility of FOT-ART BIS is limited to the value of the product.
8. The warranty does not cover the cost of dismantling or assembling the faulty product or any damage which may arise due to the necessity to dismantle, deliver, assemble or render it temporarily unusable.
9. FOT-ART BIS will consider any report of a faulty product within 14 days of receipt of the product. If it becomes necessary during consideration of the claim to obtain additional information connected with the fault or the way the Product has been used, the Consumer is obliged to provide all the necessary information. The warranty is subject to consideration within the aforementioned time, subject to the reservation that if the claim submitted requires detailed technical inspections, the time for considering the claim is automatically extended by the amount of time they take.
10. FOT-ART BIS reserves the right to make the final decision as to the validity of a given warranty claim. If the Product is accepted as being faulty or incompatible, it becomes the property of FOT-ART BIS the moment it is replaced.
11. FOT-ART BIS bears no responsibility for the conditions of the electricity supply, including power surges, too high/low voltage, or for current pulsation control systems which do not meet the criteria stipulated for the products, including those defined in the applicable internal standards.
12. The purchaser should not be influenced by other information or documents.