

## General Terms of Warranty ILUM Sp. z o.o.

1. ILUM Sp. z o.o. grants a warranty for the Lighting Equipment for a period of 24 (twenty-four) months. The warranty period for a given batch of Lighting Equipment begins on the date of its delivery to the Buyer. ILUM Sp. z o.o., during the warranty period, is obliged to repair or replace, free of charge, the given element of the Lighting Equipment that proves to be affected by a physical defect within the meaning of the provisions of the Polish Civil Code, excluding those elements whose damage is due to reasons attributable to the Buyer or a person for whom ILUM Sp. z o.o. is not responsible. ILUM Sp. z o.o. will make every effort to minimize the time for repair or replacement with a working, undamaged component.
2. The warranty does not cover light sources, including LED strips.
3. ILUM Sp. z o.o. is not responsible for the destruction and/or damage to the Lighting Equipment being a consequence of its normal exploitation, nor is responsible for damage or irregularities of the Lighting Equipment caused by the Customer's failure to comply with the rules of proper use, especially those specified by the Supplier in a separate instruction manual. In the event of such damage or irregularities to the Lighting Equipment, repair or replacement of the given component with a defect-free one may be performed by the Supplier based on a separate agreement and upon the Supplier's prior acceptance of each instance.
4. The place of performance of the Supplier's obligations under the warranty will be agreed upon by the Parties for each element of the Lighting Equipment separately. In the absence of agreement on the place of performance of the warranty obligations, ILUM Sp. z o.o. will perform its obligations at its own headquarters.
5. Damaged elements of the Lighting Equipment subject to replacement under the warranty shall become the property of ILUM Sp. z o.o. after the replacement is made.
6. ILUM Sp. z o.o., in order to ensure the efficiency of warranty services, reserves the right to assign the obligations resulting from the warranty to third parties.
7. The Parties exclude the Supplier's liability under the warranty for defects in the Lighting Equipment (statutory warranty / rękojmia).
8. In the event of an unjustified summons of the Supplier to repair a defect, the Buyer undertakes to cover the costs of the service team's travel.
9. A complaint is considered filed upon its receipt at the address specified by the Supplier. Failure to file a complaint in accordance with these provisions excludes any liability of the Supplier under the warranty until its proper submission.
10. The complaint notification will be confirmed within 7 days from the date of receipt.
11. In matters not regulated by the provisions of this warranty, the General Terms and Conditions of Sale applicable at the time the warranty was granted shall apply.