

där Lighting Ltd Standard 2 year Warranty

At där Lighting we love our products and have taken extra care to ensure they deliver the look and function we designed them to. We stand behind our products and offer a 2 year warranty as standard from the date of purchase on all där Lighting Ltd luminaires. This warranty covers där lighting luminaires for any manufacturing defects.

If you have purchased your product via a third party, they may offer a different warranty to där lighting ltd and your warranty will be held by them. Please check with your re-seller to see if their warranty is the same or different.

Outdoor Lighting 3 year Warranty

All products sold as suitable for outdoor use – i.e. outdoor lighting, are offered with a 3 year extended warranty. There are restrictions for products with finishes or materials that may be sensitive to aggressive environments for example, locations near the sea, polluted atmospheres or near heating flue outlets. Please check before purchase.

- Any claim made within the first 12 months of purchase must be made directly to the retailer from where the product was purchased and must not be made directly with där Lighting Ltd

Free repair or replacement is made where the product in question has been deemed by där lighting ltd to be faulty due to any manufacturing defect. This is only valid in the period of the warranty on presentation of proof of purchase. The following conditions apply:

- The reason for the return is notified within a reasonable time period of it becoming evident
- Notification is made in writing or by email including photographic images of the problems
- If requested by där lighting the goods are returned to them for inspection. Please note costs of removing the product will only be met if the claim is proved. Postage or collection charges will be met by där lighting ltd
- Repair or replacement will only be made if där lighting ltd, after consideration of the issue, deem the fault to be due to a manufacturing defect
- In the case of a replacement or repair being made, där lighting will not, by course, meet the costs of re-mounting or fixing the replacement product nor be liable for consequential loss or loss of enjoyment

Dar lighting will not be liable for a product that fails to comply with the warranty by any of the following circumstances:

- The product has not been installed by a qualified electrician in accordance with the supplied instructions and any relevant regulations
- The problem is because the instructions relating to the use and maintenance of the product or where lamps other than those recommended have been installed.
- If the product is damaged during installation
- If the product is amended or altered in any way or any parts issued with the product are substituted for any others
- The problem is as a result of reasonable wear and tear, willful damage, negligence, or inappropriate working conditions

- If the problem arises because the product was connected into an inappropriate electrical circuit incompatible with its operation and or does not comply with usual electrical standards.
- The warranty does not cover lamps, drivers, or any accessories that are not directly supplied by dar lighting ltd.
- If the problem is caused by events beyond control – Force Majeure in insurance terms – flood, lighting strike and so forth.
- If the product has been moved from its original installation.

Wherever possible if a replacement is required dar lighting ltd will endeavor to replace the fitting with the same product. If this is not possible the nearest alternative will be offered. Due to changes in design and technology it is not always possible to replace like for like.

To register a product for an extended five-year warranty, please send an email to:
extendedwarranty@darlighting.co.uk

This will provide you with a link to a simple form for completion with the retailer, product and installers and installation details. The completed form together with a clear copy of the original purchase invoice/receipt should be mailed, within 60 days of the original purchase to:
registerwarranty@darlighting.co.uk