

Important customer information on our terms of warranty.

Only the following terms of warranty shall apply, effective 01.07.2017.

These shall replace the terms of warranty shown in the operating instructions.

Manufacturer's Warranty

of STEINEL Vertrieb GmbH,
Dieselstrasse 80-84, 33442 Herzebrock-Clarholz, Germany

We congratulate you on purchasing your STEINEL product, which meets the highest quality standards. For this reason, we, the manufacturer, are pleased to provide you, the consumer, with a warranty under the following terms and conditions:

Under the warranty that we provide, we shall rectify deficiencies free of charge (repair or replacement, if applicable, in the form of a new model, or by issuing a credit note) which, within the warranty period, are proven to be the result of a material defect or manufacturing fault. The warranty period for the STEINEL product you have purchased is 3 years (5 years for products from the XLED home range) and commences on the date on which you purchased your product. This manufacturer's warranty does not affect your statutory rights of warranty subject to which you, as the consumer, may be entitled to claim against the vendor under applicable law, including specific provisions on consumer protection. The warranty cover described here shall be applicable in addition to the statutory rights of warranty and shall not restrict or replace them.

All replaceable lamps are expressly excluded from this warranty.

In addition to this, the warranty shall not cover:

- any wear resulting from use or any other natural wear of product parts or any deficiencies in the STEINEL product that are attributable to wear caused by use or other natural wear,
- any improper or non-intended use of the product or any failure to observe the operating instructions,

- any unauthorised additions, alterations or other modifications to the product or any deficiencies attributable to the use of accessory, supplementary or replacement parts which are not genuine STEINEL parts,
- any maintenance or care of products that is not carried out not in accordance with the operating instructions,
- any attachment or installation that is not in accordance with STEINEL's installation instructions,
- any damage or loss occurring in transit.

The warranty shall apply to all STEINEL products sold and used in the United Kingdom. This warranty and any dispute or claim arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales excluding the United Nations Convention concerning the International Sale of Goods (CISG).

Making Claims

If you wish to make a claim, please send your product complete and carriage paid with the original receipt of purchase, which must show the date of purchase and product designation, either to your retailer or directly to us at STEINEL Vertrieb GmbH - Reklamationsabteilung- Dieselstrasse 80-84, 33442 Herzebrock-Clarholz, Germany. For this reason, we recommend that you keep your receipt of purchase in a safe place until the warranty period expires. We shall assume no liability for the costs or risks involved in returning a product.