



HÄFELE (THAILAND) LIMITED

WARRANTY TERMS AND CONDITIONS FOR LIGHTING PRODUCT

1. The product is under warranty for the stipulated period as mentioned in the warranty chart (effective since April the 1st 2023 onwards).
2. The warranty period starts from date of purchase. Any warranty claims are subject to the verification of invoice date and warranty card by Hafele. Customer are therefore required to keep original invoice and warranty card.
3. HAFELE's obligation under this warranty shall be limited to providing replacement of defective product only.
4. Warranty does not cover cost of labour, defects or damage caused by installer or user, or resulting from any other person careless handling, modification of any type for any reason, wrong installation, lack of proper routine maintenance or use of abrasive cleaners.
5. HAFELE is not liable for any special or consequential damages due to defective product/component or part thereof.
6. HAFELE is not liable for any implied warranties other than those mentioned in the terms and conditions of the warranty.
7. This warranty automatically expires after completion of period mentioned in the warranty chart even if the product may not be in use for any time during the warranty period for any reason.
8. HAFELE reserves the right to retain product replaced at its discretion in the event of a defect noticed in the product during the warranty period.
9. This Warranty does not apply to any kind of product that has been discontinued under any circumstances.
10. In case of any dispute, this warranty is subject to jurisdiction of Thai Courts only.

| Product | Warranty Products | Warranty Period | Remarks |
|-----------|----------------------|-----------------|---|
| LED Lamps | Downlight | 1 year | Not include glass or other fragile parts. |
| | Driver for Downlight | 1 year | |
| | Bulb | 1 year | Not include glass or other fragile parts. |
| | PAR | 1 year | Not include glass or other fragile parts. |
| | Panel light | 1 year | Not include glass or other fragile parts. |
| | Smart light | 1 year | Not include glass or other fragile parts. |
| | MR16 | 1 year | Not include glass or other fragile parts. |
| | T5 | 1 year | Not include glass or other fragile parts. |
| | Ceiling light | 1 year | Not include glass or other fragile parts. |
| | High bay | 3 years | Not include glass or other fragile parts. |
| Solar | Floodlight | 2 years | Not include glass or other fragile parts. |
| | Solar Floodlight | 1 year | Not include glass or other fragile parts. |
| | Solar Streetlight | 1 year | Not include glass or other fragile parts. |

