



Philip Payne Product Warranty

- All electronic components in our products apart from those specified in clause 13.1.3 of our standard terms and conditions are guaranteed for five years to cover faulty workmanship and materials
- This warranty is on a *return to base* basis and requires that the product has been used within the parameters set out in our installation leaflet and user guides that specified operating temperatures have not been exceeded and in particular that modules have been run with the batteries originally supplied or with spares recommended or supplied by Philip Payne limited.
- Philip Payne accepts no responsibility for costs incurred in the return of warranty claims.
 - Products returned under warranty must be carriage paid by the claimant.

Extract from Philip Payne Ltd Terms and Conditions 2016

13	Warranties in respect of goods
13.1	We warrant that:
13.1.1	the goods comply with their description on our acknowledgement of order form; and
13.1.2	all goods apart from those specified at clause 13.1.3 will remain free from material defect within the period of 60 calendar months after the point at which they are dispatched from our premises (as long as you comply with clause 13.3); and
13.1.3	consumable components including batteries and fluorescent lamps will be free from material defect at the point at which they are dispatched from our premises; and
13.1.4	the Services will not need to be re-performed or rectification of them made for a period of 12 months from their completion
13.2	We do not warrant that the goods are fit for any particular purpose.
13.3	If you believe that we have delivered goods which are defective in material or workmanship, you must:
13.3.1	inform us (in writing), with full details, as soon as possible; and
13.3.2	allow us to investigate (we may need access to your premises and product samples).
13.4	You acknowledge and agree that an LED product will only be considered defective for the purposes of this clause 13 if it fails to emit 70% or more of its specified lumen output value.
13.5	If the goods are found to be defective in material or workmanship (following our investigations), and you have complied with those conditions (in clause 13.3) in full, we will (at our option) repair the goods, replace the goods or refund the price. It is your responsibility to return the goods at your cost. If we choose to discharge our obligations in this clause without the return of goods, for example any repair or remedial work on our behalf by you, the cost of such work must be agreed in writing by us before the commencement of any such repair or remedial work.
13.6	The warranty given at clause 13.1 does not apply to any defect in the goods arising from:
13.6.1	fair wear and tear;
13.6.2	wilful damage, abnormal storage or working conditions;
13.6.3	accident or negligence by you or a third party;
13.6.4	your failure to operate the goods in accordance with user instructions;
13.6.5	any alternation or attempt to repair by you or a third party;
13.6.6	any specification provided by you.
13.7	Except as provided in this clause 13, we will have no liability to you in respect of the failure of the goods to comply with the warranty at clause 13.1.

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Philip Payne Ltd

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