

Warranty Policy and Principle (For End Customer)



Warranty Policy:

1. Warranty Period:

The IL Series T8 LED tubes provided by SENIORLED LIMITED (abbr. SENIORLED) have 3years warranty period. (SAA listed products)

2. Warranty Time Start:

From the date that you get goods from our distributors showed on Invoice

3. Warranty Evidence:

The Purchasing Invoice from the distributors & Picture of our UL sticker on tubes.

4. Note:

SENIORLED will count from 2 months later according to ex-factory date as the warranty start time if client fails to provide the purchasing invoice and other documents.

5. Scope:

Any damages that occur during the WARRANTY PERIOD will be evaluated by Distributor and SENIORLED to define its scope and responsibility.

Warranty Principles:

To provide better service to SENIORLED's end users, all SENIORLED's authorized distributors are requested to respond to end users 'warranty claim, and the authorized distributors will replace any products or parts of the product during the warranty period proved to be defective in design or manufacture. The following cases will be excluded from the warranty (the Distributors are liable for investigation of the following):

Damages because of not use LED light proper.

- Modified or design changed or parts replaced not approved by SENIORLED.
- Modifications, changes, or attempted repairs and erase UL sticker or seals by non SENIORLED-tech's technician.
- To observe the applicable safety regulations (UL standards, etc.) product has been improperly stored and damaged while being stored by the end user.
- Transport damage, scratch caused by shipping pumping. It should declare to insurance company as soon as containers unload with enough evidence.
- To observe the user manual, the installation guide, and the maintenance regulations. use or inappropriate operation.
- maintenance procedures relating to such product have not been observed or performed to an acceptable standard.
- Majeure (e.g., lightning, overvoltage, storm, fire).

Claims that go beyond the rights cited in the warranty principles, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by SENIORLED's warranty, insofar SENIORLED is not subject to statutory liability.

Warranty Claim Procedure:

Please report defective light with a brief error description to the SENIORLED's distributors. If we agree to a replacement, we generally send an equivalent replacement tubes according to model and age, the remainder of the warranty entitlement will be transferred to the replacement tubes. In this case, you do not receive a new certificate since your entitlement is documented at SENIORLED. The replacement will be packaged appropriately for transport and shipped out within 2 working days from our distributor. The defective tube is to be packed in this transport packaging for return transport to the distributor. If the on-site service of re-installation is necessary, the end customers need to negotiate with the distributors in advance. All warranty services in warranty period are free of charge.

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