

Guarantee

General Conditions

Intewatt, (hereafter IW) provides a free of charge guarantee on functionality and against all manufacturing defect on its products for up to 5 Years.

The guarantee period will commence from the product purchase date, whether purchased directly from IW or from an authorised IW Distributor.

Any claim against the guarantee may be exercised within the prevailing period established in each case, and immediately upon detection, except where the defect is visible, in which case the claim must be submitted within a period of 15 days following the date of delivery, and always before the product is installed.

IW will proceed with the repair or replacement of the defective product under the present guarantee, using components or an equivalent model, whether identical or similar, the quality of which will not, in any case, be inferior to that of the product to be substituted.

The coverage contained in the present document is conditional upon the observation and compliance, in time and form, of the Merchandise Return Procedure, that must be instigated in advance of any devolution.

The completion of the Request for Merchandise Return form (RMR) should be sent to IW's central office, or to the following e-mail address: customerservice@intewatt.com.

With the Request, the claimant is to provide information and supporting documentation verifying the merchandise purchase date, alongside the series numbers, and accreditation to being current with all payments to IW (to include those associated with the defective material or those pending from any other order supply). Non-compliance of the aforementioned will result in the automatic denegation of the Opening Authorisation to initiate the Merchandise Return Procedure (OAMRP)

The installation and / or use of IW products must be undertaken with the full knowledge of, and appropriate to, this type of technology, alongside its codes, standards and installation instructions, and in accordance with applicable regulations to such products / installations.

Upon approval of the RMR, the claimant is to proceed with the return of the damaged goods to the direction as provided by IW.

The present guarantee excludes products which have not been properly installed, expressly excluded from the same being all acts, incidences at or during installation and / or the inadequate manipulation of and / or the application of incompatible components which affect the normal functioning of products supplied by IW or its authorised distributor.

It is to be understood that the above mentioned, listed as indicative and not wholly exhaustive, include:

- Cabling and connections that are in inadequate condition due to deterioration or defective installation.
- Temperature or humidity conditions that exceed the working temperatures indicated in the Product Technical Datasheets.
- Electrical surges or voltage and / or power alterations / irregularities.
- Defective state of electric panels and / or installation lines.
- Negligent installation and / or the application of dimmable or automated systems, to include motion and /or daylight sensors that damage the drivers of products supplied by IW or its authorised distributor.
- Force Majeure or other fortuitous events (natural disasters, governmental action, fire, floods, riots,

earthquakes, uprisings, explosions, electrical supply failure, plagues, strikes, terrorism, third party acts or any other Force Majeure event outside of the normal product functionality conditions and beyond the reasonable control of IW.

- Exposure to corrosive environments or aggressive gases of chemical origin.
- Failure to adhere with the installation, use and/or maintenance instructions, nor wherein the electrical installation does not conform to the multi-territorial, regional, national or local, technical and safety regulations, in force or applicable at each moment.

The guarantee rights herein established do not cover the costs of:

- The dismantling or removal of the defective product.
- The posterior installation of any replacement product.
- Carriage of the new merchandise or components.

In the event that the original model is no longer manufactured, IW reserves the right to supply a different Product or element model to fulfill the accepted guarantee claims.

All replaced products or elements will be the property of IW.

Limitations of Responsibility:

IW will not be responsible to the client, either directly or indirectly, for any failure on, or delay in the application of its guarantee obligations, that could arise resulting from Force Majeure or any other such unforeseeable incident outside of its control.

The responsibilities of IW deriving from the present Guarantee Certificate are limited to the obligations previously expressed, and quantitatively, to the market price and tariffs applicable at the time of the product damage, being expressly excluded any responsibility for indirect damages such as loss of income or profit etc.

Any other guarantee right that is not expressly contained within the present certificate is excluded.