

Warranty

GENERAL 2 YEAR GUARANTEE

All fittings supplied, both interior and exterior, have a manufacturer's minimum guarantee of 2 years. This means that in normal and fair service, (and without incorrect or inappropriate installation or location), any product sold by Elstead Lighting or its partners should have no fault develop within a minimum of 2 years from purchase. Any fault that is found is covered by guarantee to be repaired or replaced at the suppliers cost, within this period.

ALL Elstead warranties/guarantees do not cover out of pocket expenses or consequential costs.

LIMITED LIFETIME WARRANTY

This warranty relates to certain ranges/models shown which are produced of materials that have an exceptionally long life expectation, such as solid brass lanterns. These fittings may age over time, but will not deteriorate to an extent where they will no longer function for the purpose intended. The "Limited" element relates to component parts such as rubber seals, lamp-holders etc. which are repairable but are not covered by the Lifetime warranty.

15 YEAR WARRANTY AGAINST STRUCTURAL FAILURE

Those models listed in our Scandinavian Collection as having a 15 year warranty are guaranteed, that from purchase to within 15 years of normal use, the fittings will not deteriorate to any extent where they experience any structural failure. There may be signs of aging, corrosion or paint fading, but the integrity of the construction of these fittings means they will not deteriorate to any extent where they are rendered unusable within a lifetime of 15 years.

3, 5, 10 AND 15 YEAR ANTI-CORROSION GUARANTEE

Many outdoor fittings have anti-corrosion guarantees stated on each relevant product page. This guarantee relates to the corrosion of paintwork on cast aluminium or steel fittings, and excludes locations within 5 miles of the coastline. Fittings that have been damaged, repainted or cleaned with an aggressive cleaner may be excluded.

Prior to agreeing to replace any fittings, the company reserves the right for the original seller or a representative of the company to inspect the damaged parts and for photographic evidence to be supplied.

COASTAL COLLECTION 20 YEAR GUARANTEE

These fittings are designed to be placed in the toughest of conditions including right by the coastline without exclusion. This guarantee covers protection of the finish against corrosion or UV degradation.

COASTAL COLLECTION 5 YEAR ANTI-CORROSION GUARANTEE

This guarantee relates to the corrosion of paintwork on composite parts. In the instance that fittings have been damaged, repainted or cleaned with an aggressive cleaner they may be excluded from the entitlement to a replacement. Prior to agreeing to replace any fittings, the company reserves the right for the original seller or a representative of the company to inspect the damaged parts and for photographic evidence to be supplied.

LED MODULE AND PIR SENSOR GUARANTEE

There are a number of products incorporating PIR sensors or LED modules. Whilst the fittings themselves may have varying physical guarantees against corrosion, these electronic parts are covered by a 2 year guarantee against failure. After this period, they are still repairable and serviceable, either by the company or local supplier.