

Warranty

This warranty policy is relevant only to luminaires sold under the brands of Endon, Saxby and Interiors.

All Products are covered by a 2 year standard warranty (except for glass components which are excluded from any warranty).

Our standard 2 year warranty commences from the date that the new Product is purchased.

WARRANTY CONDITIONS

- The Product must have been installed by a qualified electrician in accordance with the instructions supplied with the Product or by law and relevant regulations. Installation must be carried out in appropriate environmental conditions, such as ambient temperature, moisture level and air flow. This list is not exhaustive.
- The Product must not be installed in or near marine, sea, coastal environments (unless specified as 316 Grade or above) or where fertilisers or chemical pollutions are present.
- Unless authorised by us in writing any warranty claim will be invalid if the Product has been repaired, attempted to have been repaired, altered or modified in any way by any person.
- The Product must not be subjected to improper use, misuse, damage or similar treatment for which the Product was not designed which includes but is not restricted to:
 - Failure to carry out regular cleaning and aftercare on Products as required within the instructions provided on or with the Product.
 - Failure to carry out scheduled maintenance of Products as required within the instructions relating to operation and battery replacements, specifically in relation to emergency Products.
- Voltage variation that exceeds 230V +10%.
- The use is based on average life of 3000 annual hours, fluctuations in temperature and voltage can cause earlier failure or depreciation outside the average expected by the component manufacturers.
- The full Product to which the warranty claim is being made must be returned to the Company at the time of making the claim unless otherwise advised in writing by the Company, Returns can only be accepted if the Company has given prior approval and address details for the returning goods.

LIABILITIES

- The Company shall not be liable for any loss of profit, any indirect or consequential loss nor any costs, damages or expenses whatsoever except for liability that is prohibited to be excluded by law.
- The Company's total liability in connection with the provision of the Product(s) shall be limited to the price paid by the customer for the Product(s).
- The Company shall not be liable for any replacements installed by or any repairs carried out by any installer that has not been authorised by the Company.
- If any warranty claim is found to be in breach of any of the warranty conditions in Section 1, the costs of investigation, repair or replacement shall be paid by the customer.
- The customer shall be liable for payment of costs in relations to third party site visit(s) for installation investigations should the installation be found to be faulty or non-compliant with legislation and/or NICIEC standards.
- Following expiry of the warranty, the Company shall not be liable for any further costs for the installation of the Products or for installation of any replacement product.

EXCLUSIONS

- Variations in the colour, appearance or dimensions of the Products from that advertised on our site shall not constitute a defect under this warranty policy.