

Contract Sales Policies

LIMITED WARRANTY

Zaneen's lighting fixtures, when properly installed on correct line voltage, and under normal conditions of use, are warrantied as follows:

- All products, excluding lamps, are warrantied to be free from defect in materials and workmanship for a period of 12 months (1 year) from the date of invoice.
- Transformers and Ballast Warranty: 3 Years Limited Warranty from the invoice date.
- LED engines and power supplies: 5 Years Limited Warranty from the invoice date.

Warranty claims regarding the product(s) must be:
Submitted in writing within 30 days of discovery of the defect.

Zaneen uses only electrical components, which are produced by responsible manufacturers. Components that may fail in service within the warranty period, under normal use, will be replaced at no charge.

Zaneen will not assume labour or transportation charges in connection with replacement of such parts, nor for removal or re-installation of equipment or parts, nor for consequential damages or losses.

The warranty extended to Zaneen by the manufacturers of the electrical components is passed on to our customers.

At its option, Zaneen will repair or replace, any fixture defective as provided herein if such fixture is returned by the purchaser within the warranty period, provided Zaneen has issued a written "Return Goods Authorization". Such repair or replacement is the exclusive remedy against Zaneen and Zaneen is not responsible for damage of any sort whatsoever, including incidental and consequential damages or losses. This warranty extends only to replacement defective fixtures or components and no allowance will be made for labour or transportation charges in connection with replacement of such parts, nor for removal or re-installation of equipment or parts unless specifically authorized in writing by Zaneen prior to any work being performed.

This warranty only applies when the products are installed in applications in which ambient temperatures are within normal temperatures and are operated within the electrical values shown on the LED driver label.

Zaneen will not be responsible under warranty for any failure of the product that results directly or indirectly from improper installation and/or external causes such as: acts of nature, physical damage, and exposure to adverse or hazardous chemicals or other substances, use of harsh cleaning agent or harsh chemicals.

Warranty for any substantial deterioration in the product finish caused by failure to clean, inspect or maintain the finish of the product. The end user is responsible for the structural integrity of existing foundations, anchorages, or structures and all consequences arising from their use.