

The Warranty Terms of Aicci Oy (valid from 1.8.2021)



1. Aicci Oy, Punasillantie 33, 40950 Muurame, FINLAND ("Aicci") warrants to the end customer ("Customer", "Consumer Customer" or "Business Customer") subject to the following terms and conditions that the lighting products manufactured by Aicci Oy and delivered to the Customer under the "Aicci" brand from 1 August 2021 are free from defects in manufacturing and material for a period of three (3) years. The warranty for other products sold by Aicci is two (2) years.

2. The warranty period starts

- a) for the Consumer Customer from the date of purchase or the date of delivery, whichever is later.
- b) for the Business Customer from the date of the delivery.

3. The warranty is limited to the extent that Aicci will remedy the manufacturing and material defect at its own discretion either by repair or replacement or by reimbursing the purchase price to the Customer. The guarantee is an additional guarantee and does not affect the consumer's statutory rights or the consumer's rights against the retailer arising from the contract of sale between the consumer and the retailer.

The product must have been installed/used and maintained:

- In accordance with the instructions for installation and use.
- Purely according to the intended use and application specifications.
- Within the specified operating range, e.g. dry indoor environment.
- Within the specified operating voltage, current and frequency range.
- In accordance with maintenance and cleaning instructions.

The guarantee also requires a receipt/delivery document and the serial number of the product to identify the date of purchase/delivery.

The warranty is limited to the countries where Aicci sells products.

The guarantee is not valid if:

- The product has been incorrectly assembled or installed
- The product has been mechanically damaged or has been stored inappropriately.
- The product has been cleaned in the wrong way or with the wrong type of cleaner.
- Damage or malfunction caused by overvoltage, misuse, acts of nature (e.g. thunder or lightning), fire or other unexpected or unforeseen circumstances.
- The product has been modified without the written permission and instructions of Aicci.
- The product rating plate is not legible.

The warranty does not cover:

- No indirect damage of any kind.
- The cost of identifying, repairing or replacing the defective product or any other costs, such as assembly and disassembly costs, travel and labour costs.
- Failure or loss of luminosity due to natural wear and tear. During the guarantee period, the luminous intensity of the luminaires shall not be reduced by more than 30 % of the luminous intensity promised.
- Products purchased second-hand.
- Normal maintenance and repairs.

4. Any claims from this warranty are subject to a period of statutory limitation of three (3) months after the discovery of the defect.

5. Any warranty claims can be notified at info@aicci.fi.

To resolve the defect, the dealer/Customer must send the defective product to Aicci's factory in Muurame or to a place designated by Aicci. Any return shipment is subject to prior authorization by Aicci.

Aicci shall be responsible for the return shipping costs and the delivery costs of the repaired or new product. If the warranty claim proves to be unfounded, Aicci reserves the right to charge a service fee of EUR 50.

Repairs and replacements carried out during the warranty period do not extend the warranty period. The complaint does not give the right to suspend payment obligations or other existing obligations towards Aicci or the seller concerned.

6. In the event of any dispute, this warranty shall be governed exclusively by Finnish law.