

GENERAL TERMS AND CONDITIONS OF WARRANTY

These General Terms and Conditions of Warranty apply exclusively to goods purchased from Intelight Sp. z o.o. after 01 March, 2024 .

1. Intelight Sp. z o.o. provides a warranty for all products it sells in accordance with the periods specified in the table below (expressed in number of months):

Goods	Emergency and evacuation lighting		Emergency power supply kit	
	Housing Control gear Light source (LED)	Battery	Housing Control gear	Battery
MT	24	12	24	12
AT	36	12	24	12
CT	48	12	-	-
CB	48	-	-	-

Goods	Switchboard / Control panel	
	Housing Control gear Display	Battery
WELLS	48	12

Basic lighting
Housing Control gear Light source (LED)
24

2. The warranty period starts from the date of the sales invoice issued by Intelight Sp. z o.o.

3. The manner in which warranty repairs are carried out is described in detail in the Complaints Procedure [Procedura Reklamacyjna] available at www.intelight.pl/serwis .

4. The warranty shall only cover physical defects of the goods which occurred due to reasons inherent in the sold goods, i.e. defects arising during the manufacturing process and materials defects which make the goods unusable.

5. Warranty rights may be exercised if the following conditions have been met:

- a) storage of the goods and their proper use and operation (including batteries) in accordance with the requirements set out in the data sheet or the installation and maintenance of the goods manual,
- b) installation and commissioning of the goods by qualified persons with the appropriate certification and licenses in accordance with the requirements set out in the data sheet and the installation manual,
- c) keeping of a logbook by the user in accordance with EN 50172, which must be made available at the request of Intelight Sp. z o.o. maintenance staff in the event of servicing, under pain of loss of warranty rights.

The warranty does not cover:

- a) mechanical, thermal, chemical and other damage caused by the act or omission of the user (including use and operation contrary to the installation and maintenance manual) or caused by external factors (power surges, lightning, damage caused by external factors entering the goods, e.g. water, moisture, corrosion, dust, etc.),
- b) normal wear and tear of the goods or parts thereof, e.g. loss of battery capacity, discolouration, yellowing, tarnishing, loss of elasticity, change in light colour, change in luminous flux, change in luminaire output, and wear and tear caused by conditions in which the goods are used which do not comply with the conditions set out in the goods data sheet or the installation and maintenance manual and the standard conditions of use for this type of goods,
- c) errors in connection to the power supply (e.g. supplying the goods with a voltage other than that specified in the installation and maintenance manual),
- d) damage caused by:
 - incorrect installation by unqualified persons and without the relevant local attestation,
 - incorrect use of the product, contrary to its intended use and the installation and maintenance manual,

- improper maintenance,
- structural changes to the goods made by the user or third parties,
- circumstances for which neither the manufacturer nor the seller is responsible, in particular as a result of improper or non-compliant installation and maintenance, or other causes attributable to the user or third parties, for which Intelight Sp. z o.o. is not liable as for an intentional damage to the goods,
- fortuitous events, force majeure, natural disasters, state of regional instability, state of war,

e) loss of profit, dismantling and assembly costs.

7. Quality complaints must be made within 14 days of the date of discovery of the defect in accordance with the Complaints Procedure available at www.intelight.pl/serwis .

8. The basis for the commencement of the complaint process is constituted by a correctly completed complaint form (available at www.intelight.pl/serwis). In the case of incomplete or incorrectly completed claim form, the process is suspended until the necessary information is completed. If the information is not completed within 7 days from the call of the maintenance staff from Intelight Sp. z o.o., the application is considered unjustified and null and void.

9. Upon recognition of the validity of an application for repair under the warranty, Intelight Sp. z o.o. maintenance staff shall arrange for the collection of the goods under the following conditions:

- collection on the territory of Poland – the Service Department of Intelight Sp. z o.o. at its own expense collects from the business partner or its consignee (user of the goods) the claimed goods according to the Complaint Procedure,

- collection outside the territory of Poland – the Service Department of Intelight Sp. z o.o. establishes the date, manner and form of collection of the claimed goods.

10. Collection of defective goods by courier in the Door-to-Door system is possible only after prior verification of the claim and obtaining the RMA claim number. All other complaint shipments that are addressed without acceptance will not be received and thus processed.

11. In the course of the complaint process, the user is obliged to make available all information concerning the claimed goods, e.g. the place of installation of the goods, the way they are used, the circumstances in which the defect arose/was discovered, the history of periodic inspections (logbook in accordance with EN 50172) or other information, at any request of the Intelight Sp. z o.o. maintenance staff. If necessary, the user/complainant will make the place of installation of the goods available to the Intelight Sp. z o.o. maintenance staff. If the information or place of installation is not made available within 7 days, the complaint may be considered unjustified and null and void, and the claimed goods sent back to the claimant's address or to the address from which they were sent to the Service Department of Intelight Sp. z o.o. at the claimant's expense.

12. Within 14 days from the date of acceptance of goods for repair (i.e. from the date of delivery of the claimed goods by courier to the Service Department), the Service Department of Intelight Sp. z o.o. will provide final and binding information on the way of considering the claim. The period for considering the claim may be prolonged for justified reasons, of which the Service Department of Intelight Sp. z o.o. will inform the claimant.

13. The decision as to how to handle a complaint remains with Intelight Sp. z o.o. Consideration of the complaint may be carried out by means of repair of the product, replacement of its part with a new one - free of defects, replacement of the product with a new one free of defects. If it is not possible to repair or exchange the product for a new one free from defects, then Intelight Sp. z o.o. will issue a correction document to the sales invoice, on which the defective goods are listed and will refund the price paid, or will exchange the goods for a new, similar product with the same or similar functional features.

14. In the case of a finished product bearing a construction mark (control and signalling device of the WELLS type), the recipient shall make a complaint via the contact details available at www.wells-system.com (the "Contact" tab) or from the dialog box available after logging in to their user account in the WELLS administration panel.

A WELLS support employee then attempts to remotely verify the reported problem. If the problem is confirmed, it can be resolved/corrected in three ways:

-remotely - where the problem can be solved remotely,

- at the Service Department of Intelight Sp. z o.o. - after the device has been shipped there,

- during a visit by Intelight Sp. z o.o. service team at the installation site - in case the problem cannot be solved remotely.

If repair/remediation of the problem is not possible and the complaint is found to be valid by Intelight Sp. z o.o., the goods are exchanged for new ones or the recipient receives a refund of the price paid.

In the event that, after checking the claimed product, the problem reported by the customer is not confirmed, a WELLS support employee contacts the customer/user to clarify the validity of the report.

15. In the event of an unjustified claim, all costs incurred by the Service Department of Intelight Sp. z o.o. in connection with the claim process will be charged to the claimant, and the goods will be sent back to the claimant's address and at the claimant's expense, or to the address from which they were sent to the Service Department of Intelight Sp. z o.o.

16. In the event of a chargeable repair order (post-warranty repair), the repair costs will be determined individually in each case.

17. Quantitative complaints resulting from the difference between the quantity of the ordered goods and the actual quantity of the goods delivered to the Business Partner or its consignee and complaints resulting from damage in transit should be submitted within 7 days from the date of delivery. The customer is obliged to check each time the goods are delivered and, if they are found or suspected to have been damaged in transit, to draw up a damage report with the courier delivering the goods.

Intelight Sp. z o.o.
Phone: (22) 100-35-09
Email: serwis@intelight.pl