

5-YEAR WARRANTY POLICY

Aura Light offers a 5-year warranty regarding manufacturing and material defects in products manufactured and/or sold by Aura Light, provided that the product information for the product in question in digital form via www.auralight.com, or in physical form via printed mailings by Aura Light, refers to this warranty policy. The warranty entitles the buyer to repair or replacement of/for defective product.

This warranty applies from the date of delivery, provided that:

- A complaint is advertised according to the procedure described in Aura Light's General Payment and Delivery Terms no later than the last day of the warranty period. Complaints for products after the end of the warranty period will not be considered.
- The product has been installed by an authorized person according to the specifications provided by Aura Light, the guidelines given by the industry in general, and according to applicable legal requirements.
- The product has been used exclusively in the environment for which it is intended according to the specification/recommendation given by Aura Light, e.g. with regards to IP classification, etc.
- The product has been operated only within its specified range of current, voltage and frequency.

The warranty does not cover:

- Errors resulting from improper installation or use.
- Errors resulting from abnormal wear or external violence / careless handling.
- Products that have been modified or repaired in any way by someone other than Aura Light or someone hired by Aura Light for that specific purpose.
- Errors that occurred due to environmental factors which have caused temporary, repeated or continuous exceeding of the product's limitations regarding operation and environment, e.g. power spikes, thunder/lightning, humidity/water, impact from fire, temperature.
- Costs that arise in the customers business as a result of product malfunctions, e.g. production disruption or other damage.
- Components of a product that can be considered to sort under the consumables category, such as e.g. emergency light batteries, replaceable light sources and starters, and which have come to require replacement as a result of normal wear and tear.
- Error/damage that has occurred in the product due to change of replaceable component to other than that originally installed, in cases where the component has not been recommended/approved by Aura Light for use with the specific product. For example emergency light batteries, light sources and starters.
- Errors arising from compatibility problems between the product and the customers' operating system, e.g. lighting control system and power supply not provided or recommended by Aura Light.

Compensation (product):

- Aura Light reserves the right to decide unilaterally on the appropriate form of action/compensation for claims where this policy is invoked by the customer. In general, compensation takes place according to the below list (1-3), where option number 1 is normally the preferred one:
 - 1 - Repair at Aura Light's production facility or at the customer's location (Aura Light decides on the most suitable option based on the fault/error and product).
 - 2 - New product. Aura Light reserves the right to replace the defective product with an equivalent one in cases where the original product is no longer available. By equivalent product is meant one that appears in Aura Light's current range, and which most closely matches the original product in terms of appearance and performance/specification.
 - 3 - Credit. Credit can only be granted for a product that has in fact been proven defective from investigation performed by Aura Light or someone hired by Aura Light for that specific purpose. Only products purchased directly from Aura Light AB can be subject for crediting.

Compensation (associated costs):

- Compensation for actual costs related to remedying errors resulting from confirmed quality defects in products delivered by Aura Light, can be given during the first two years from the date of delivery.
- In cases where the customer is liable to his client in a contract acc. to AB-04 / ABT-07, compensation can be given for a period that corresponds to the customer's period of responsibility towards their client in the current contract, with a maximum of 66 months from delivery date. This extended liability period applies only between Aura Light and the owner of the construction contract, i.e. not in cases where a third party (e.g. wholesaler) acts as a step between Aura Light and the contractor.
- Claims for compensation must always be notified before work begins, for assessment and approval by Aura Light.

- Specially agreed terms/conditions of specific order always apply before the above.

Warranty extension:

- Repairs, replacements or other rectification of defective products, do not in any way extend or renew the applicable warranty period given by the original purchase.

Complaint of a non defective product:

- Aura Light reserves the right to charge the customer for reasonable costs incurred as a result of a complaint of a non defective product or a defective product where other than Aura Light can be considered to have been at fault.