



## **Aldabra Lifetime Product Warranty Programme (LPW)**

Aldabra Lifetime Product Warranty (LPW) programme guarantees lifetime Led lighting fixtures belonging to Storm collection against water penetration.

The subscription to LPW programme is optional and it is subordinated to a contribution to be paid by the customer. LPW programme extends the warranty of the Led fittings lifetime only against the water penetration, while the chance to extend free of charge the warranty to 5 years, from the invoicing date, on mechanical and electrical parts of the Led fitting is still active.

### **Subscription's conditions:**

1. The subscription request of LPW programme has to be done by the customer at the time of the purchasing order by requesting to Aldabra Commercial Dept. the specific form to be fulfilled in all its parts;
2. The cost of LPW subscription is paid at one time and it corresponds to 10% value of the guaranteed Led fixtures. Within the same purchasing order, the customer can choose which product/s he would like to cover with LPW programme;
3. The product references of the Led fitting covered by LPW programme will be identified with a suffix “. K” in the order confirmation and they will have the right of lifetime warranty against water penetration. This product reference will be present on identification label too;
4. Through the specific form the customer must communicate to Aldabra Commercial Dept. the kind of project, location and the details of the installation of the Led fittings covered by the programme;
5. Aldabra Commercial Dept. can ask for photos during the installation and once it will be finished.
6. The installation has to be done properly by qualified and certified personnel;
7. The Led fittings must be installed by strictly following Aldabra official mounting instructions shipped with the fittings and published on Aldabra internet website;
8. The lifetime warranty against water penetration is considered null, following the damaging of product casing due to mechanical or chemical causes;
9. The protection against water penetration is guaranteed in the respect of the proper use of the Led fitting according to their waterproofness' features declared on Aldabra catalogues and internet website;
10. The warranty is valid only if the complete supplying has been totally paid in the respect of the terms agreed at the purchasing order's time;
11. The Led fittings cannot be uninstalled and reinstalled in a different place or for different project from the one present in the filled form. In this case the warranty will be considered void;
12. LPW programme is valid only if all the Led fittings, mounting accessories and power supplies are original from Aldabra and have been supplied by its commercial chain;
13. Every change or tampering, that has not been first authorized and done by third parties, will let the warranty immediately become void;
14. The Led fittings that may present defects or anomalies during the time, can be returned back to the manufacturer for analysis only after presentation of a written request by the customer officially authorized



by the manufacturer itself. After the analysis and the definition of the nonconformity's nature, the manufacturer can, at its discretion, replace fully or partially the Led fitting or repair it. All the costs related to uninstallation, installation and transport have to be paid by the customer itself. The manufacturer won't be responsible of any costs paid by third parties at all;

15. The application of LPW programme is valid only if the Led fitting is sent back complete of its original label indicating the product reference with “.K” extension. In case of its absence, the warranty will be considered void.
16. LPW programme will be activated after the compilation of its specific form in all its parts and sent to Aldabra Commercial Dept. within 15 days from the order date together the payment receipt of the LPW subscription's costs.