

Bielsko-Biała, 29.08.2023

**GENERAL WARRANTY CONDITIONS (GWC)
LED-POL SP. Z O.O. SP. K.**

1. The warranter is LED-POL spółka z ograniczoną odpowiedzialnością sp.k. [Limited Liability Company Limited Partnership] in Bielsko-Biała at ul. Kustronia 40, 43-300 Bielsko-Biała, KRS No. 0000443817, hereinafter referred to as LED-POL.
2. LED-POL grants the Purchaser a basic warranty for the lighting products manufactured by it for a period of two years from the date of sale of the goods.
3. LED-POL declares that lighting products operated in accordance with their intended use and principles of use, including the power supply parameters appropriate for a given type of light source, will operate properly not less than for the warranty period listed below, subject to the following provisions of GWC.
4. The warranty applies only to products used in the European Union.
5. Warranty periods for the entire product range (for ORO and AMM brands) are 24 months, excluding products listed in Annex 1.
6. The warranty period is counted from the date of purchase of the Product by the Purchaser, resulting from the VAT invoice or fiscal receipt, confirming the purchase of the product.
7. If the terms of the written sales agreement between LED-POL and the Purchaser provide for a warranty period other than that specified in GWC, the correct warranty period is the one specified in the terms of the sales agreement.
8. The scope of the warranty covers only damage caused by hidden manufacturing or material defects.
9. In the event of a product defect, LED-POL, at its own discretion, will:
 - a) replace a defective product with a new one free from defects by an identical or equivalent product,
 - b) repair it free of charge
 - c) return to the Purchaser part or all of its price resulting from the LED-POL price list on the day of sale of the damaged product.
10. If, during the performance of his/her duties, the guarantor has provided the warranty holder with a defect-free item for replacement of the defective item or made significant repairs to the defective item covered by the warranty, the warranty period shall run anew from the date of delivery of the defect-free item or the date of return of the repaired item. If the guarantor has replaced some of the items, the above provision shall apply accordingly to the parts replaced. In other cases, the warranty shall be extended by the time during which the warranty holder could not use the product due to the defect covered by the warranty. If LED-POL replaces any other component in the defective product at its own discretion, and the replacement is not

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related to the warranty review process, the warranty for both, the product and the replaced component, does not run anew and is not subject to renewal.

11. This warranty is only valid if the following conditions are met:

- a) The product is used in accordance with its technical specification and the recommendations of LED-POL.
- b) The product is properly connected and installed by specialised personnel in accordance with the instructions for use and the art and technical knowledge.
- c) The product is used in a normal operating environment, taking into account conditions such as pressure, vibration, humidity, contact with liquids, air movement, ambient temperature, etc.
- d) If the conditions in which the products are to be used differ from the conditions for which the luminaires are intended, the Customer shall notify the LED-POL technical department of the conditions of luminaires work before making a purchase. After obtaining permission to install the Product in other conditions issued by the LED-POL technical department, the Customer may install the product and maintain the warranty.
- e) The supply voltage of the product shall be within the limits specified in the technical specification.
- f) The product has not been damaged by incorrect or improper use.
- g) The revealed defect was reported to LED-POL within 7 days from the occurrence of the accident.
- h) The product has been correctly entered and described in the complaint card available at www.led-pol.com

Failure to meet any of the above conditions will void the warranty.

12. The warranty does not cover:

- a) Defects due to unforeseen and unforeseeable events (force majeure, exceptional circumstances, e.g. lightning strikes);
- b) Defects due to fluctuations in electricity of a scale or time exceeding the levels specified in IEC 61000-4-5:2005-11;
- c) Defects due to natural wear and tear of materials, e.g. discolouration of plastic parts, coatings tarnishing, loss of material properties, etc.;

13. The Customer loses its warranty rights in case of:

- a) Making any modifications, alterations or structural changes to the Product on its own or by other third parties not authorized by LED-POL.
- b) Making any repairs on its own or by entrusting it to persons other than authorized LEDPOL employees.
- c) Removal or infringement of serial numbers or other marks identifying the Product.



- d) Exploitation of the Product beyond the durability specified by the manufacturer as indicated on the Product packaging or in the product data sheets.
14. The total working time of the Products may not exceed:
- a) For LED strips supplied at 12V with a width of 8 mm - 2000h per year and 6h per day,
 - b) For other LED strips - 2500h per year and 7h per day,
 - c) For sources on screw bases E27, E14, GU10, G9, G4, G53, MR16, MR11 - 2500h per year and 7h per day,
 - d) For garden luminaires, downlights and spotlights luminaires - 4000h per year and 11h per day,
 - e) For LED floodlights DOMO and IGNIS II - 4000h per year and 11h per day,
 - f) For LED floodlights DIODO XP - 4500h per year and 13h per day,
 - g) For LED panels - 4000h per year and 11h per day,
 - h) For LED tubes with standardized screw base T8 (from BASIC and GLASS series) - 4500h per year and 13h per day,
 - i) For LED tubes with standardized screw base T8 (from GLASS POWER series) - 5000h per year and 14h per day,
 - j) For integrated luminaires from a series of industrial luminaires with a standard warranty period of 2 years - 4250h per year and 12h per day,
 - k) For integrated luminaires from a series of industrial luminaires with a standard warranty period of 5 years - 5000h per year and 14h per day.
15. The performance of new LED sources shall be subject to a tolerance in accordance with COMMISSION REGULATION (EU) 2019/2020 of 1 October 2019.
16. When considering a complaint, its legitimacy is assessed taking into account the current technical standards.
17. A scan of the completed complaint form should be sent to reklamacje@led-pol.pl for the ORO brand and to reklamacjeDIY@led-pol.pl for the AMM brand; the original should be attached to the products being complained about.
18. The complained product together with the documents referred to in item 17 of the GWC shall be delivered to the following address: LED-POL Sp. z o.o. Sp.k., Mazańcowice 614, 43-391 Mazańcowice, subject to item 19 and 20 of the GWC.
19. If the costs of delivery of the complained product exceed its net value resulting from the proof of purchase of the product, the Customer is obliged to deliver the complained product only upon request of LED-POL. In case the transport costs are higher than the value of the product, the LED-POL may accept and consider such a complaint without the need to send the complained product, which will be agreed with the Customer in each case.
20. The provision of item 19 of the GWC shall apply accordingly in the case that it follows from the circumstances that possible damage to the product should be removed at the place where the

product was located at the time when the defect was revealed. The Purchaser should each time agree with LED-POL that there is no need to deliver the complained product. In the event of such an agreement, the Purchaser is obliged to make the product available to LED-POL at any time on request to verify the reported defects and store it in an unchanged condition for the time required for verification.

21. The complained product should be delivered in a factory or substitute packaging that ensures its safety during transport. LED-POL is not responsible for products not properly protected by the Purchaser and may in such a case refuse to handle the complaint. The packaging with the complained product should not contain products returned for other reasons than a quality complaint.
22. The complained product should be delivered to the LED-POL headquarters in a physical condition enabling verification of the damage (defect) and determination of its cause.
23. Complaints about products are handled by the LED-POL Complaints Department (contact to the department is given on www.led-pol.com).
24. The deadline for handling the complaints is 30 days.
25. Shipping of products accepted by the LED-POL Complaints Department will be carried out within 5 working days after handling the complaint.
26. LED-POL will inform the Customer in writing, by e-mail, telephone or fax about handling the complaint.
27. If the inspection of the goods must take place at the place of installation of the Product, the Customer shall be obliged to provide the service technician with proper access to the products covered by the complaint, including products installed at high heights.
28. In the case of an unjustified complaint, the costs incurred in connection with its handling by LED-POL shall be borne by the Customer. The Customer is also obliged to collect the product. If the Customer fails to collect the product, the costs of storage of the Product shall be borne by the Customer.
29. The liability of LED-POL under the warranty is limited only to the actual damage in the amount not higher than the net value of the complained product, resulting from the price list of LEDPOL valid at the date of purchase of the product by the Customer. LED-POL shall not be liable for any indirect damage, including lost profits. LED-POL is not responsible for the costs of disassembly of the product or its connection or disconnection, unless a direct agreement has been signed with the Customer which states otherwise (agreed with the Customer each time). LED-POL is not liable for possible damages, damages due to contractual penalties, loss of reputation or other violation of personal rights.

30. The terms of the warranty agreement (in particular the duration of the warranty and the number of working hours per year) may be changed, which will be agreed each time in writing with the Customer.
31. This warranty does not exclude, limit or suspend the rights of consumers resulting from the provisions on nonconformity of goods with the agreement. In relation to other Customers (not consumers), LED-POL's liability under guarantee for physical defects is excluded.
32. This warranty and all related matters are governed by the laws of Poland.
33. The court with jurisdiction to enforce claims related to this warranty is the court with jurisdiction over the LED-POL registered office (not applicable to consumers).

Bielsko-Biała, 29.08.2023


Dorota Patora
Prezes Zarządu


Lech Karkoszka
Kierownik Działu Jakości

ANNEX NR 1

List of products with changed warranty periods:

Products with a warranty period of 12 months		
EAN	Index	Index name
5902533193615	ORO09060	ORO-STRIP-SMD-2835-NWD-DW-8MM-50M
5901752715158	ORO09021	ORO-STRIP-300L-SMD-WD-ZL-BP-8mm
5902533193622	ORO09061	ORO-STRIP-SMD-2835-NWD-CW-8MM-50M
5902533193509	ORO09057	ORO-STRIP-300L-SMD-2835-NWD-DW-8MM
5901752719965	ORO09056	ORO-STRIP-300L-SMD-2835-WD-WW-8MM
5901752715110	ORO09018	ORO-STRIP-300L-SMD-WD-CZ-BP-8mm
5901752715127	ORO09019	ORO-STRIP-300L-SMD-WD-NB-BP-8mm
5902533191796	ORO09004	ORO-STRIP-300L-SMD-2835-NWD-WW-8MM-BASIC
5902533191802	ORO09005	ORO-STRIP-300L-SMD-2835-NWD-CW-8MM-BASIC
5902533191857	ORO09006	ORO-STRIP-300L-SMD-2835-WD-WW-8MM-BASIC
5902533191864	ORO09007	ORO-STRIP-300L-SMD-2835-WD-CW-8MM-BASIC
5901752710085	ORO09010	ORO-STRIP-300L-SMD-2835-WD-CW-8MM
5901752712072	ORO09011	ORO-STRIP-300L-SMD-2835-NWD-CW-8MM
5901752715141	ORO09020	ORO-STRIP-300L-SMD-WD-ŻŁ-BP-8mm
5901752712096	ORO09012	ORO-STRIP-300L-SMD-2835-NWD-WW-8MM
5902533193608	ORO09059	ORO-STRIP-SMD-2835-NWD-WW-8MM-50M
5902533199938		ORO EM LED 50W
Products with a warranty period of 36 months		
EAN	Index	Index name
5902533199785	ORO21034	ORO BLUR LED 20W NW-W
5902533199792	ORO21035	ORO BLUR LED 30W NW-W
5902533194636	ORO18036	ORO-BALI-50W-DW-L
5902533194810	ORO16074	ORO-DIODO-100W-G-CW
5902533195626	ORO16085	ORO-DIODO-100W-G-DW
5902533194773	ORO16070	ORO-DIODO-10W-G-CW
5902533195589	ORO16081	ORO-DIODO-10W-G-DW
5902533194735	ORO16066	ORO-DIODO-10W-G-PIR-EXT-CW
5902533195541	ORO16077	ORO-DIODO-10W-G-PIR-EXT-DW
5902533194780	ORO16071	ORO-DIODO-20W-G-CW
5902533195596	ORO16082	ORO-DIODO-20W-G-DW
5902533194742	ORO16067	ORO-DIODO-20W-G-PIR-EXT-CW
5902533195558	ORO16078	ORO-DIODO-20W-G-PIR-EXT-DW
5902533194797	ORO16072	ORO-DIODO-30W-G-CW
5902533195602	ORO16083	ORO-DIODO-30W-G-DW
5902533194759	ORO16068	ORO-DIODO-30W-G-PIR-EXT-CW

5902533195565	ORO16079	ORO-DIODO-30W-G-PIR-EXT-DW
5902533194803	ORO16073	ORO-DIODO-50W-G-CW
5902533195619	ORO16084	ORO-DIODO-50W-G-DW
5902533194766	ORO16069	ORO-DIODO-50W-G-PIR-EXT-CW
5902533195572	ORO16080	ORO-DIODO-50W-G-PIR-EXT-DW
5902533195329	ORO16075	ORO-DIODO-MOBILE-30W-G-CW
5902533195336	ORO16076	ORO-DIODO-MOBILE-50W-G-CW
5902533194360	ORO04110	ORO-E27-T100-25W-DW
5902533194377	ORO04111	ORO-E27-T120-35W-DW
5902533194490	ORO27005	ORO-GOZO-15W-DW-II
5902533194506	ORO27006	ORO-GOZO-15W-DW-SM-II
5902533194513	ORO27007	ORO-KOS-15W-DW-II
5902533194520	ORO27008	ORO-KOS-15W-DW-SM-II
5901752719408	ORO26001	ORO-LUMAGO-2
5902533194162	ORO26005	ORO-LUMAGO-3
5902533194476	ORO26014	ORO-NEPTUN-24W-DW
5902533194483	ORO26015	ORO-NEPTUN-24W-DW-MIC
5902533195442	ORO07042	ORO-PANEL-LED-BACKLIT-60X60-40W-DW
5902533191321	ORO07009	ORO-PANEL-LED-GLARE-60X60-40W-DW
5902533199105	ORO07050	ORO-PANEL-LED-GLARE-60X60-40W-DW-II
5902533191833	ORO07017	ORO-PANEL-LED-VELA-30X120-40W-DW
5902533194315	ORO07034	ORO-PANEL-LED-VELA-30X120-40W-DW-II
5902533199099	ORO07049	ORO-PANEL-LED-VELA-30X120-40W-DW-III
5902533191697	ORO07014	ORO-PANEL-LED-VELA-60X60-40W-CW
5902533194278	ORO07030	ORO-PANEL-LED-VELA-60X60-40W-CW-II
5902533199051	ORO07045	ORO-PANEL-LED-VELA-60X60-40W-CW-III
5902533191314	ORO07008	ORO-PANEL-LED-VELA-60X60-40W-DW
5902533194261	ORO07029	ORO-PANEL-LED-VELA-60X60-40W-DW-II
5902533199044	ORO07044	ORO-PANEL-LED-VELA-60X60-40W-DW-III
5902533191703	ORO07015	ORO-PANEL-LED-VELA-60X60-50W-CW
5902533191338	ORO07010	ORO-PANEL-LED-VELA-60X60-50W-DW
5902533194285	ORO07031	ORO-PANEL-LED-VELA-60X60-50W-DW-II
5902533199068	ORO07046	ORO-PANEL-LED-VELA-60X60-50W-DW-III
5902533191710	ORO07016	ORO-PANEL-LED-VELA-60X60-60W-CW
5902533194308	ORO07033	ORO-PANEL-LED-VELA-60X60-60W-CW-II
5902533199082	ORO07048	ORO-PANEL-LED-VELA-60X60-60W-CW-III
5902533191345	ORO07011	ORO-PANEL-LED-VELA-60X60-60W-DW
5902533194292	ORO07032	ORO-PANEL-LED-VELA-60X60-60W-DW-II
5902533199075	ORO07047	ORO-PANEL-LED-VELA-60X60-60W-DW-III
5902533193196	ORO04095	ORO-PREMIUM-E27-A65-15W-WW
5902533195992	ORO12008	ORO-SENSO-DAYLIGHT-1

5902533195299	ORO15071	ORO-DRIVER-ARCHE-40W-0-10V
5902533195305	ORO15072	ORO-DRIVER-ARCHE-60W
5902533195312	ORO15073	ORO-DRIVER-ARCHE-60W-0-10V
5902533199723	ORO15093	ORO-DRIVER-PANEL-40W
5902533199747	ORO15095	ORO-DRIVER-PANEL-40W-0-10V
5902533199730	ORO15094	ORO-DRIVER-PANEL-60W
5902533199754	ORO15096	ORO-DRIVER-PANEL-60W-0-10V
5902533193981	ORO18031	ORO-ETERNO-60W-DW-II-L
5902533197484	ORO05023	ORO-G9-PREMIUM-4W-CW
5902533197477	ORO05022	ORO-G9-PREMIUM-4W-DW
5902533197460	ORO05021	ORO-G9-PREMIUM-4W-WW
5902533194698	ORO17024	ORO-GLASS-POWER-T8-120-18W-CW
5902533194681	ORO17023	ORO-GLASS-POWER-T8-120-18W-DW
5902533194711	ORO17026	ORO-GLASS-POWER-T8-150-24W-CW
5902533194704	ORO17025	ORO-GLASS-POWER-T8-150-24W-DW
5902533196142	ORO17040	ORO-GLASS-POWER-T8-60-9W-CW
5902533196135	ORO17039	ORO-GLASS-POWER-T8-60-9W-DW
5902533191246	ORO16031	ORO-HALOGEN-100W-DIODO-XP
5902533197132	ORO16092	ORO-HALOGEN-100W-DIODO-XP-CW-II
5902533193790	ORO16064	ORO-HALOGEN-150W-DIODO-XP
5902533197149	ORO16093	ORO-HALOGEN-150W-DIODO-XP-CW-II
5902533193806	ORO16065	ORO-HALOGEN-200W-DIODO-XP
5902533197156	ORO16094	ORO-HALOGEN-200W-DIODO-XP-CW-II
5902533191192	ORO16026	ORO-HALOGEN-20W-DIODO-XP
5902533197071	ORO16086	ORO-HALOGEN-20W-DIODO-XP-CW-II
5902533191208	ORO16027	ORO-HALOGEN-20W-DIODO-XP-PIR
5902533197088	ORO16087	ORO-HALOGEN-20W-DIODO-XP-PIR-CW-II
5902533191215	ORO16028	ORO-HALOGEN-30W-DIODO-XP
5902533197095	ORO16088	ORO-HALOGEN-30W-DIODO-XP-CW-II
5902533191222	ORO16029	ORO-HALOGEN-30W-DIODO-XP-PIR
5902533197101	ORO16089	ORO-HALOGEN-30W-DIODO-XP-PIR-CW-II
5902533191239	ORO16030	ORO-HALOGEN-50W-DIODO-XP
5902533197118	ORO16090	ORO-HALOGEN-50W-DIODO-XP-CW-II
5902533191765	ORO16035	ORO-HALOGEN-50W-DIODO-XP-PIR
5902533197125	ORO16091	ORO-HALOGEN-50W-DIODO-XP-PIR-CW-II
5902533191567	ORO19004	ORO-HB-ALIEN-100W-DW
5902533194421	ORO19010	ORO-HB-ALIEN-120W-DW-II
5902533191574	ORO19005	ORO-HB-ALIEN-150W-DW
5902533191581	ORO19006	ORO-HB-ALIEN-200W-DW
5902533194438	ORO19011	ORO-HB-ALIEN-200W-DW-II
5902533194414	ORO19009	ORO-HB-ALIEN-80W-DW-II

5902533199310	ORO19015	ORO-HB-DISK-200W-DW
5902533194155	ORO18032	ORO-NAGEL-SWITCH-32W-56W-DW-L
5902533195275	ORO07041	ORO-PANEL-ARCHE-30X120-40W-DW-XP
5902533195251	ORO07039	ORO-PANEL-ARCHE-60X60-40W-DW-XP
5902533195268	ORO07040	ORO-PANEL-ARCHE-60X60-60W-DW-XP
5902533194322	ORO07035	ORO-PANEL-LED-LORD-60X60-42W-DW
5902533195787	ORO03057	ORO-PREMIUM-E14-C37-7W-XP-CW
5902533195770	ORO03056	ORO-PREMIUM-E14-C37-7W-XP-DW
5902533195763	ORO03055	ORO-PREMIUM-E14-C37-7W-XP-WW
5902533195817	ORO03060	ORO-PREMIUM-E14-G45-7W-XP-CW
5902533195800	ORO03059	ORO-PREMIUM-E14-G45-7W-XP-DW
5902533195794	ORO03058	ORO-PREMIUM-E14-G45-7W-XP-WW
5902533195695	ORO04119	ORO-PREMIUM-E27-A60-10W-XP-CW
5902533195688	ORO04118	ORO-PREMIUM-E27-A60-10W-XP-DW
5902533195671	ORO04117	ORO-PREMIUM-E27-A60-10W-XP-WW
5902533195725	ORO04122	ORO-PREMIUM-E27-A60-12W-XP-CW
5902533195718	ORO04121	ORO-PREMIUM-E27-A60-12W-XP-DW
5902533195701	ORO04120	ORO-PREMIUM-E27-A60-12W-XP-WW
5902533195756	ORO04125	ORO-PREMIUM-E27-A65-14W-XP-CW
5902533195749	ORO04124	ORO-PREMIUM-E27-A65-14W-XP-DW
5902533195732	ORO04123	ORO-PREMIUM-E27-A65-14W-XP-WW
5902533195848	ORO01054	ORO-PREMIUM-GU10-7W-XP-CW
5902533195831	ORO01053	ORO-PREMIUM-GU10-7W-XP-DW
5902533195824	ORO01052	ORO-PREMIUM-GU10-7W-XP-WW
5902533196173	ORO18039	ORO-RAGGIO-BLACK-40W-DW-L
5902533196166	ORO18038	ORO-RAGGIO-SILVER-40W-DW-L
5902533196159	ORO18037	ORO-RAGGIO-WHITE-40W-DW-L
5902533196197	ORO18041	ORO-RAGGIO-WHITE-LED-L-CONNECT
5902533196203	ORO18042	ORO-RAGGIO-SILVER-LED-L-CONNECT
5902533196210	ORO18043	ORO-RAGGIO-BLACK-LED-L-CONNECT
5902533196227	ORO18044	ORO-RAGGIO-WHITE-LED-T-CONNECT
5902533196234	ORO18045	ORO-RAGGIO-SILVER-LED-T-CONNECT
5902533196241	ORO18046	ORO-RAGGIO-BLACK-LED-T-CONNECT
5902533196258	ORO18047	ORO-RAGGIO-WHITE-LED-X-CONNECT
5902533196265	ORO18048	ORO-RAGGIO-SILVER-LED-X-CONNECT
5902533196272	ORO18049	ORO-RAGGIO-BLACK-LED-X-CONNECT
5901752719385	ORO12006	ORO-SENSO-MIC-1
5901752719392	ORO12007	ORO-SENSO-MIC-2
5901752719347	ORO12002	ORO-SENSO-PIR-1
5901752719378	ORO12005	ORO-SENSO-PIR-3
5901752719354	ORO12003	ORO-SENSO-PIR-4

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5902533193875	ORO18030	ORO-SFERIS-18W-DW-L-III
5902533194384	ORO18033	ORO-SFERIS-40W-DW-L-III
5902533192984	ORO18029	ORO-SFERIS-48W-DW-L-II
5902533194568	ORO18034	ORO-SFERIS-50W-DW-L-III
5901752716384	ORO33116	ORO BACKLIT LED 36W 60X60 CCT
5901752716445	ORO33117	ORO BACKLIT LED 36W 30X120 CCT
5901752716315	ORO33118	ORO BACKLIT LED 36W 60X60 NW UGR
5901752716414	ORO33119	ORO BACKLIT LED 36W 30X120 NW UGR
5902533190850	ORO33129	ORO DIODO PRO 30W NW
5902533190867	ORO33130	ORO DIODO PRO 45W NW
5902533190874	ORO33131	ORO DIODO PRO 90W NW
5902533190881	ORO33132	ORO DIODO PRO 140W NW
5902533190898	ORO33133	ORO DIODO PRO 180W NW

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