

NETZO Warranty Policy

EESG is dedicated to providing high-quality LED lighting solutions under our NETZO brand. We offer a robust warranty policy that reflects our commitment to excellence and customer satisfaction. Our warranty covers manufacturing defects, material quality, and product performance, ensuring our clients receive reliable, efficient lighting solutions.

Warranty Period

NETZO LED lighting products are covered under warranty for 10 years for Standard Luminaires and 5 years for our Emergency Luminaires from the date of purchase unless otherwise specified. The warranty period may vary by product type, with details outlined in each product's documentation.

Scope of Coverage

The warranty covers:

- Manufacturing defects in materials and workmanship.
- Premature failure of LED components, drivers, and other integral parts.
- Performance issues impacting the product's specified lumen output, colour consistency, and efficiency.

Exclusions

The warranty does not cover:

- Damage resulting from incorrect installation, misuse, or neglect.
- Modifications, repairs, or alterations made by unauthorised people.
- Damage caused by environmental factors such as power surges, lightning, or water infiltration beyond specified IP ratings.
- Normal wear and tear, including gradual lumen depreciation and colour shift within industry-accepted tolerances.

Warranty Claim Process

1. Initial Claim Submission

Customers initiate the claims process by contacting our dedicated customer service team by phone or email. They are asked to provide relevant details such as:

- Product model and serial number.
- Description of the issue or fault.
- Photographic evidence, if applicable.

2. Claim Review and Eligibility Verification

Upon receiving the claim, our team reviews the documentation to confirm eligibility. This includes:

- Verifying that the product falls within the warranty period.
- Checking for adherence to installation and usage guidelines, as improper installation or unauthorised alterations may void the warranty.

3. **Technical Assessment**

A technician may provide remote troubleshooting support for specific issues to resolve minor problems or determine if further action is required. Sometimes, we may dispatch a field technician for an on-site inspection.

4. **Resolution Options**

Based on the assessment, eligible claims are resolved through one of the following methods:

- **Repair:** If feasible, we arrange for certified technicians for on-site or off-site repair.
- **Replacement:** Products beyond repair or with persistent issues are replaced with a new or equivalent model. Faulty luminaires must be returned to EESG within 14 days of receiving the replacement light fittings.
- **Refund:** In rare cases where repair or replacement is not viable, we may issue a refund in line with the product's age and warranty terms.

5. **Follow-Up and Documentation**

After the resolution, if required, we can give customers a detailed report outlining the findings and actions taken. We follow up with the client to ensure the issue has been satisfactorily resolved and to gather feedback on the process.

Service Commitment

- **Response Times:** We strive to acknowledge all warranty claims within 24 hours of receipt and initiate troubleshooting or arrange technician visits within 5 working days.
- **Dedicated Support Team:** Our dedicated warranty claims team ensures the process is seamless and efficient, minimising downtime for our clients.
- Our warranty claims process is designed to provide prompt, effective support, ensuring customer confidence in the reliability and durability of NETZO LED products.

Additional Terms and Conditions

- **Limited Liability:** EESG's liability under this warranty is limited to repairing, replacing, or refunding the defective product. We are not responsible for any indirect or consequential damage arising from product failure.
- **Transferability:** This non-transferable warranty applies only to the original purchaser or end-user.

EESG's warranties extend to all products specified in the design. Any defective units will be replaced free of charge within the warranty period, and expedited shipping and handling will minimise disruption.

If requested, EES can provide the client with an installation cost.

This policy ensures that EESG's NETZO LED products continue to deliver optimal performance and customer satisfaction, backed by our commitment to quality and responsive service.

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