

Subject: **RETURN INSTRUCTIONS OF LIGHTRONICS B.V.**

Dear Valued Customer,

High quality is of paramount importance to Lightronics. A great deal of attention is paid to the components, assembly and packaging of our products.

Therefore, many of our products are Dekra and/or TÜV certified, we have an ISO 9001:2015, CSR CO₂ Performance ladder level 4 and PSO-3 quality mark and we are SKG and PKVW certified.

To ensure that everything runs smoothly, we have set up a procedure for the return of Lightronics items in accordance with ISO guidelines. If you wish to return any items, please note the following:

- To return items, you must **request a return number**.
- This return number will be sent to you by e-mail after we have received the completed return form (please turn overleaf).
- You will receive a return slip with return number and bar code by e-mail. This return slip must be attached to the outside of the shipment in a clearly visible manner.

The following applies to defective items:

- The guarantee period is 1 year for non-LED and 5 years for LED luminaires (consumables such as batteries, light sources etc. are excluded)
- Defective items must be delivered to Lightronics **within 2 months** after notification of the complaint.

The following applies to damage and incorrect deliveries:

Damage and incorrect deliveries must be reported to the inside sales department within 5 working days. They can be reached at telephone number (+31) 0416-568600.

The following applies to items ordered in error or left over from a project:

- Unused and undamaged products must not be older than 2 months;
The products must be returned within **1 month** after receipt of the return slip in the **original unopened** packaging.
- 15% return costs, calculated on the net price, will be charged. (light poles, customised products and projects cannot be returned).

The following applies to short deliveries:

- Short deliveries must be reported to the internal sales department within 5 working days of dispatch.

The following applies to defects outside the guarantee period:

- Defects outside the guarantee period of 1 year or 5 years must be reported to the inside sales department. They can be reached at telephone number (+31) 0416-568600
- Repairs are only carried out after written approval, see the general repair conditions.

We trust that the above provides you with sufficient information. Should you have any questions, please contact us at telephone number (+31) 0416-568600.

Always stick the return slip you receive with the confirmation clearly on the outside of the packaging.