MaxiGOBO Limited Warranty

Return-to-Base warranty for MaxiGOBO gobo projectors supplied by MaxiLED Lighting UK Limited

1. WARRANTY PERIOD

MaxiLED Lighting UK Limited ("MaxiLED") warrants that MaxiGOBO projectors will be free from defects in materials and workmanship which cause the product to fail to operate in accordance with its product specifications, for a period of two (2) years from the date of the MaxiLED invoice to the Customer. A repaired or replacement product is warranted only for the remainder of the original warranty period.

2. CONDITIONS OF COVERAGE

This warranty applies only where the product has been:

- installed, connected and commissioned by a qualified electrician or other competent person holding the qualifications required by local regulations for fixed electrical installations, following the product instruction manual and all applicable standards and codes;
- operated within the ratings stated in the product datasheet, the instruction manual and on the unit rating label, including supply voltage and frequency, power, electrical class, ingress protection (IP) and impact (IK) rating;
- maintained in accordance with the routine care section of the instruction manual, including inspection of mounting hardware and cables, cleaning of the optical surface and ventilation paths, and correct restoration of seals and cable entries after any service.

3. REMEDY

MaxiLED's obligation under this warranty is limited to the repair or replacement of the defective product or its defective components, at MaxiLED's option. If the product has been discontinued or is no longer available, replacement shall mean a comparable product as determined by MaxiLED. MaxiLED alone shall determine whether a product has breached the terms of this warranty. Replaced parts become the property of MaxiLED.

4. RETURN-TO-BASE (RTB) TERMS

This is a Return-to-Base warranty. Defective products must be returned to MaxiLED, or to the address stated on the Return Authorisation, for inspection and repair or replacement. On-site service is not included. MaxiLED's obligations do not include any other costs or expenses, whatever the cause, including without limitation labour, removal and reinstallation, access equipment, and travel or accommodation of service personnel.

- The Customer pays the shipping costs of returning the product to MaxiLED and bears the risk of loss or damage in transit.
- If MaxiLED confirms a warranty defect, MaxiLED will reimburse the Customer's return shipping costs up to the cost of a standard delivery and will pay the shipping costs of the repaired or replacement product, provided MaxiLED determines the routing and mode of transport.
- If MaxiLED determines that the product is not defective under this warranty, it will be returned at the Customer's expense, subject to prepayment of shipping costs, taxes and a testing charge of 15% of the product price.

5. EXCLUSIONS

This warranty is void if the product has been:

- installed improperly or not in accordance with the instruction manual or any applicable standard or code;
- opened, altered or repaired other than by MaxiLED or an agent authorised by MaxiLED, including opening of the sealed optical assembly or replacement of gobos other than by qualified service personnel following the procedure approved by MaxiLED;
- misused or abused, whether intentionally or not, including use in an environment or operating range, or with electrical values, outside the product specifications;
- affected by water ingress resulting from damaged, missing or incorrectly closed seals, cable entries or housing;
- damaged by acts of God, lightning, power surges, fire, flooding, war or vandalism;
- used other than as a stand-alone product (i.e. integrated into another lighting product);
- damaged in transit or handling after delivery to the Customer.

Normal wear and tear is not covered. Gobos are consumable parts and are covered only if defective on delivery.

6. CLAIMS AND RETURNS

This warranty extends only to the Customer placing the order with MaxiLED. End users must direct all warranty enquiries to the distributor or installer from whom they purchased the product, who shall handle the return with the end user. Before returning any product, the Customer must contact MaxiLED and obtain a Return Authorisation Number (RAN), providing:

- product model and serial number, and MaxiLED invoice number;
- a description of the fault, any displayed error message, total operating time and the installation details;
- photographs or video of the fault, the mounting and the connections, where possible.

A RAN is valid for thirty (30) days. Products delivered without a valid RAN will be refused, and the Customer shall be liable for all resulting shipping costs.

7. POST-WARRANTY SERVICE

After expiry of the warranty period, or where this warranty does not apply, MaxiLED may, at its discretion, offer repair or technical assistance on a quotation basis. This section creates no obligation on MaxiLED.

8. EXCLUSION OF OTHER WARRANTIES AND LIMITATION OF LIABILITY

The remedy set out in this warranty is the Customer's sole and exclusive remedy for any actual or alleged defect of any product, and is given in place of all other warranties, express or implied, to the extent permitted by law. To the extent permitted by applicable law, MaxiLED shall not be liable for any special, incidental, consequential or indirect damages, including loss of revenue, profit or business, and MaxiLED's total liability shall not exceed the purchase price of the product to which the liability relates. Nothing in this warranty excludes or limits any liability that cannot be excluded or limited by law, including the statutory rights of consumers.

9. GOVERNING LAW

This warranty is governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction over any dispute arising from it.

PRODUCT REGISTRATION

Product model		**Serial number**	
Invoice no.		**Invoice date**	
Customer		**Installation site**	