

Warranty and Claims Policy – AVA Light

1. General Provisions

1.1. This document outlines the principles of warranty coverage and the procedure for submitting and processing product claims related to goods offered by AVA Light.

1.2. The warranty applies exclusively to business customers who have purchased products directly from AVA Light or from its authorized distributors.

1.3. Placing an order constitutes acceptance of these warranty terms unless otherwise agreed upon in a separate commercial agreement.

2. Scope and Duration of the Warranty

2.1. The standard warranty period is **24 months** from the date of product sale, unless otherwise specified in technical documentation or a commercial contract.

2.2. The warranty covers defects resulting from causes inherent in the product, particularly material or manufacturing defects discovered during proper use.

2.3. The warranty does not cover:

- mechanical damage or wear and tear occurring after delivery,
- consequences of incorrect installation, connection, or usage,
- effects of environmental factors, moisture, corrosion, power surges, or failures of the power supply system,
- products that have been modified, shortened, or installed in incompatible systems.

2.4. The warranty is valid only if the product is used according to its intended purpose and installed in accordance with AVA Light's technical documentation.

2.5. For project-based solutions using AVA Light components, the warranty is valid only when the complete, compatible system offered by the company has been used.

3. Claims Submission and Processing

3.1. Claims must be submitted exclusively by email to: **claim@avalight.pl**. The claim should include:

- the name and quantity of the claimed products,

- the invoice or purchase document number,
- a detailed description of the defect or malfunction,
- photographic documentation of the product and its installation.

3.2. AVA Light reserves the right to request the return of the claimed product for expert analysis or to conduct technical inspection at the installation site.

3.3. Following verification, if the claim is deemed valid, AVA Light may:

- repair the product,
- replace it with a new one,
- provide a refund or other form of compensation.

3.4. Claims will be processed within **14 business days** from the receipt of a complete claim submission.

3.5. Until the claim process is concluded, AVA Light shall not be liable for any system downtime resulting from the malfunction of the claimed components.

4. Claims Logistics Policy

4.1. Until the claim is accepted, the cost of shipping the product to AVA Light's headquarters is borne by the customer.

4.2. If the claim is accepted, the cost of transporting the repaired or replaced product back to the customer will be covered by AVA Light.

4.3. Large-size products or those covered by on-site warranty (if granted) may be handled under individually agreed terms.

5. Limitations of Liability

5.1. AVA Light is not liable for indirect damages, financial losses, or costs associated with removal, substitute installation, or system downtime where the claimed product was used.

5.2. Any unauthorized modifications to the product, including repairs, alterations, or component replacements, will result in automatic termination of the warranty.

5.3. The warranty does not cover products used under conditions that deviate from the technical specifications provided in the documentation.

6. Final Provisions

6.1. These warranty terms form an integral part of AVA Light's General Terms of Cooperation.

6.2. AVA Light reserves the right to amend this document. Revised terms take effect upon publication or delivery to the customer.

6.3. Any matters not covered herein shall be governed by applicable provisions of the Civil Code.