



Warranty Policy

Valid from 1st July 2017

The Warranty Period is 12 months from the date of despatch of all CoolLED products except the pE-300 Series which is 24 months from the date of despatch.

A 36-month Warranty Period applies to the LED component of the products with the exception of the 340nm wavelength LED in the pE-340^{fura} which is 36 months from the date of despatch or 3000 hours use whichever is the sooner.

The Buyer may extend the Warranty Period without charge by registration of their products by following instructions at www.cooled.com/support/product-registration. During the first 12 months of the Warranty Period, any product which has become defective due to poor workmanship or faulty materials and where the Buyer has given written notice to the Company within 7 days of the defect becoming apparent, the Company undertakes at their sole option to either replace defective goods or to refund a sum equal to the net invoiced value of the defective product within one week of confirmation in writing by the Company that the warranty claim is valid and provided that the Buyer returns the defective product to the Company within 14 days otherwise the warranty will be invalid and a charge will be made for any replacement product supplied or refund due.

The Warranty Period will continue from the date of despatch of the original product. During the Warranty Period from 12 months after despatch until the end of the Warranty Period, the Company undertakes to evaluate any properly notified defect. Following evaluation and at the Company's sole option the Company shall repair or replace a defect due to faulty components or bad workmanship without charge for materials or labour. Repaired or replacement parts are warranted for the remainder of the original product Warranty Period.

This warranty is only valid if defects have occurred during normal and proper operational use in accordance with the Company's published specifications or if appropriate, to any written specifications accepted in writing by the Company and does not extend to the defects which the Company considers to be due to faulty or inadequate maintenance or handling by the Buyer or an agent of the Buyer or due to adverse environmental conditions or accident or due to alterations carried out without the Company's prior authorisation in writing. The Buyer warrants that the products, services, designs, specifications or other information provided by the Buyer or its representatives to the Company are free of defects. Labour, materials and expenses are billed to the Buyer at the rate in effect at that time for any repairs or products supplied not covered by this warranty. If the supply of product includes any computer hardware or software purchased by the Company from third parties, the Company's obligation is limited to transferring to the Buyer any warranty rights that the Company may have in relation to such hardware or software. The responsibility of the Company is limited to the obligations set out in this warranty in respect of products delivered under the Buyer's order or in replacement therefore. It is expressly agreed that under no circumstances shall implied or tacit warranty be granted by the Company.