

WARRANTY REGISTRATION

DOMESTIC 10 YEAR EXTENDED WARRANTY†

DaxLite

DaxLite Limited
17A Blackwater Trading Estate
Blackwater Way, Aldershot,
Hampshire, GU12 4DN

Tel: 01252 311016
Fax: 01252 330821
Email: sales@daxlite.com
Web: www.daxlite.com

- To register for an extended warranty you must agree to the Terms & Conditions provided.
- One registration form is required per individual product.
- Proof of purchase must be returned with this completed document.

† Warranty includes standard 5 year. (Combined 10 year total warranty from date of purchase)

ABOUT YOU:

Owners Name:

Company Name (if applicable):

Address:

City:

County:

Postcode:

Contact Number:

Email Address:

PRODUCT INFORMATION:

Product Code: (e.g. DXD310)

Batch Code:

Date of Purchase:

Wholesaler/Place of Purchase:

INSTALLATION DETAILS:

Date of Installation:

Installers Name:

Installers Licence Number:

Please tick this box if you do not wish to receive a monthly email/s from DaxLite informing you of new products and promotions.

DaxLite reserves the right to withdraw, improve or modify any design without prior notification. DaxLite cannot be held responsible for the incorrect application of any product.

Company Registration Number: 7955361 | VAT Number: 134182827

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TERMS & CONDITIONS

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DEFINITIONS:

"The Company" means DaxLite Limited or any subsidiary or associated company of DaxLite Limited from which the Goods are ordered including, but not limited to those listed on any credit account application form you might complete. "The Customer" means the person, firm or other entity which contracts with the Company for the purchase of Goods. "The Goods" means the products of any kind manufactured or sold by the Company.

We offer standard warranty on most Daxlite products for a minimum period of 12 months from the date of purchase. Within the standard warranty, DaxLite will replace, repair, rectify or take back any Goods which does not comply with the warranty set out in clause 15 of our standard terms and conditions, (available at www.daxlite.com, or from our Customer Services Team by calling +44 (0) 1252 311016).

The DaxPRO (product codes DXD310, DXD410, DX35 and DX45) is subject to a standard manufacturer's warranty of 5 years. Customers may apply for our 5 year Extended Warranty (Domestic Only) which will bring the combined product warranty period of 10 years.

The Extended Warranty is subject to the terms and conditions set out below; however your statutory rights as a Customer (if applicable) are not affected in any way.

The Extended Warranty applies to relevant Goods.

The Extended Warranty:

- Subject to limitations of use:
- Domestic use: Up to 8 hours a day
- Commercial use: Unlimited

CONDITIONS:

- 1.1 Must be applied for and registered within 90 days of purchase date.
- 1.2 Applies only to new products from the date of purchase from a DaxLite authorised Wholesaler. The Extended Warranty is not available to products that were purchased second hand, at auction or by any other means.
- 1.3 Is valid only if the date of purchase is verified by a valid invoice and the complete product is returned together with the Customer's warranty registration number upon making a claim.
- 1.4 The Extended Warranty takes effect immediately after the end of the standard warranty period. Providing that the Extended Warranty has been validly registered, it will continue for a further 5 years, bringing the combined product warranty period to 10 years from the date of original purchase.

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- 1.5 Any claims made within the first 5 years of purchase must be made to the installer or supplying Wholesaler direct and not to DaxLite.
- 1.6 If a defective product has been discontinued or is no longer available, the Company reserves the right to provide the Customer with a new product of equivalent specification. The Company shall not be liable for any mismatches with other previously installed Goods.
- 1.7 Any repaired or replaced Goods shall be covered under the remaining balance of the warranty term as the original Goods.

EXCLUSIONS:

- 2.1 Carriage and return carriage charges are the responsibility of the Customer and are not covered by the Company.
- 2.2 The Company shall not be liable for the repair or replacement of any Product in the event that it has failed due to any of the following:
- Repairs carried out by parties other than a Company authorised representative.
 - Inappropriate use or intentional damage by the owner or third parties.
 - Non-compliance with installation and safety regulations given in the installation instructions.
 - Fault caused by the installer through installation errors including, but not limited to, misuse or connection to an incorrect or unsuitable power supply.
 - External influences (e.g. weather, transit damage).
 - If the Product has not been installed by a qualified electrician if applicable by law or as instructed by the Company.
 - Use of non-approved parts such as lamps, care products and incorrect or third party supplied spare parts.
 - Glass breakage and defective lamps excluding LED modules.
 - Accidental damage.
 - General wear and tear.
- 2.3 The Companies liability in connection with the provision of the Products shall be limited to the price paid by the customer for that Product. A replacement or direct equivalent is offered at the Companies discretion.

CUSTOMER CONTACT:

- 3.1 For all technical enquiries please contact the DaxLite Technical team.
Monday – Friday 09.00 am and 17.00 pm via email technical@daxlite.com.
- 3.2 In the event that there is a fault with a Daxlite Product outside the warranty period and in accordance with our general terms & conditions, customers are required to produce an Extended Warranty certificate number issued in their name for the Products to be repaired or replaced with an equivalent.
- 3.3 For all queries regarding the registration of the Extended Warranty, please contact the DaxLite Customer Services. Telephone +44 01252 311016 Monday – Friday 09.00 am and 17.00 pm or email info@daxlite.com

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