

AeroV Warranty Policy

This Warranty document supplements the AeroV Terms and Conditions of Sale, in case of any contradiction or inconsistency, the later will prevail.

Who is covered?

This warranty is granted to end users owning AeroV products.

What is covered?

AeroV warrants that its products, when delivered in new condition, in original packaging, sold directly and used in normal conditions, is free from any defects in manufacturing, materials and workmanship.

The warranty shall apply only to the extent that the products or any parts thereof have been installed and serviced by skilled technician personnel certified by AeroV.

The warranty shall only apply if the mandatory preventive maintenance actions as described in the technical documentation have been executed.

Warranty starts on the shipment date of products. If AeroV is responsible for onsite acceptance, warranty starts when product is taken into use.

The warranty period: **3** years warranty for Cree LEDs

The warranty period: **2** years warranty for Nationstar gold-line LEDs

What is not covered?

The warranty does not apply to consumables (lamps, liquids, filters, reflectors, fans, pumps, power supplies, etc...).

The warranty does not cover defects resulting from improper use, failure to follow operating instructions as mentioned in the technical documentation.

This warranty does not covered defects resulting from accident, unauthorized alteration or modification of the original condition, or product being connected to or used in combination with other equipment, products or systems (hardware and / or software) not compatible with the product or not respecting the installation requirements as defined in the installation manual (such as high temperatures, humidity, dust, power surges..).

In no events shall AeroV be liable for any defects, failures, loss of or damage caused by or resulting from wear and tear, any external cause.

What we will do?

AeroV will be responsible for repairing any defective parts under warranty and returning the repaired ones to the client. We also provide some free accessories such as power supply, modules and control card to facilitate maintaining.

What will not do?

Pay shipping, insurance or transportation charges, or pay any import fees, duties and taxes.