



Limited Customer Warranty for Tala LED Light Bulbs & Luminaire Products

1. SCOPE

The Scope for this product warranty applies to the following Tala Energy collections and are subject to the terms and conditions herein

- Classic
- Feature
- Design
- Fixture

And the following product warranty excludes the following Tala Energy Products.

- Bespoke based units
- Partnership products
- Samples
- Sample Sale Products
- Product sold with separate or specific warranties

2. DURATION

Tala Energy warrants that each Product will be free from defects in material and workmanship during the warranty period subject to the terms and conditions set forth herein in more detail. The warranty period starts on the date of the Tala invoice issued to the Customer and lasts for a period specified below.

- Bulbs (LED Lamps/Sources) = 3 years
- Fixtures (luminaires) = 24 months

3. THE TALA ENERGY WARRANTY

The Warranty only applies to the Products subject to the following cumulative conditions:

- If it can be proved that no modification has been made to the product.
- It can be proved that the fault was not as a result to normal wear and tear or accidental damage.
- The product was installed by a professional qualified electrician.
- The Product has been used in accordance with the given Product and application specifications (data sheets) and has been installed and put into service in a professional manner (according to the installation instructions enclosed with the Product).
- The Customer has duly paid for the Product in compliance with the payment terms agreed in the sales agreement.
- If it can be proven that the products have been installed with a compatible control system where applicable.
- The defect, once it has been duly specified and its nature and scale have been duly shown by the Customer, is reported in writing to Tala Energy within thirty (30) days from its discovery for direct e-commerce and seventy two (72) hours for all other channels, which must include supportive photographic evidence.



4. HOW TO MAKE A CLAIM

To make a warranty claim, the Customer shall notify and return the defective Product to its local Tala Energy distributor. All claims must be made in writing by email to the Tala Energy distributor within 30 days after discovery. The Customer will be required to provide a documented record of the installation date, and installation location of the Product and the claimed failure. Furthermore, receipt, invoice or other proof of purchase will be requested to accredit the Product purchase and date. Tala Energy reserves and has the right to examine the Product to determine the cause of failure and patterns of usage. If, for any reason, the defective Product cannot be returned, Tala Energy may require that one of its representatives be given access to the installation in order to, carry out the necessary quality inspections to determine the claimed failure cause. Alternatively, and in order to help Tala Energy determine whether the Warranty applies, Tala Energy reserves the right to request that its Customer provide their incident log book showing proven defects on the basis of which they wish the Warranty to apply or any other elements that would support their warranty claim. If the above-mentioned documents, information and access provided by the Customer are not sufficient to enable Tala Energy to confirm the validity of the warranty claim, Tala Energy reserves the right to ask the Customer to provide additional documents, information and access or anything else as may be required by Tala Energy.

5. TALA IMPLEMENTATION OF THE WARRANTY

Tala Energy will, at its discretion,

- Repair or replace ONLY the defective Product or reimburse the Customer the Product purchase price.
- The replacement Product will offer the same specifications as the original Product wherever possible. In case the defective Product is no longer available in Tala Energy's portfolio, it will be replaced by the most similar product. Replaced Products or replaced parts of the Product shall be covered under the initial Warranty for the remainder of the applicable warranty period for the Product that is replaced.
- Tala Energy will bear all reasonable expenses for the transportation or freight for the return of the defective Product and shipment of the replacement Product.
- However Tala Energy will not bear any other additional costs. For the avoidance of doubt, Tala Energy will not bear any costs incurred by the removal of the defective Product and reinstallation of the repaired or replacement Product (or any labour costs). Where a claim is not justified under this Warranty policy Tala Energy may charge the Customer for testing and handling (including transportation and site visits) costs associated with Products that are not found to be defective.

FOR ANY FURTHER INFORMATION PLEASE CONTACT TALA ENERGY:

operations@tala.co.uk
or
customerservice@tala.co.uk