

GENERAL SALES CONDITIONS

1. The Sales Conditions apply to EXWORKS merchandise from AIRFAL INTERNATIONAL S.L. factory, in Zaragoza. Therefore, the transport risks are accountable to the buyer
2. The minimum order is 150€. In case of not reaching this quantity, 50€ will be charged as order expense.
3. Product customization outside catalogue, will not be attended in projects with an amount less than 30000€
4. In case of offering ATEX products, the customer must ensure that any requested requirements are compatible with the EX-certificate of the luminaire, in addition to being available in the catalog and product technical data sheet. In this manner, the customer must know the EX marking of the product they purchase to make the choice according to the required characteristics.
5. Claims
 - a) As a consequence of transport: Will be accepted in a maximum period of 24 hours following reception of the merchandise, accompanied by photocopy of the Transport Delivery Note in which it will state the damage, bad condition, etc.
 - b) As a consequence of missing pieces: Will be accepted in a maximum period of 24 hours following date of reception.
6. Returns: Passed 15 days of merchandise reception, the customer will not be able to make any kind of claim or return. Merchandise returns will not be accepted, except previous agreement and authorization by our part, stated in writing. Returned devices will only be paid for, at most, 75% of their invoice value. The return transport cost will be accountable to the client.
7. The updated information on materials, design, technical specifications, and certifications of the products supplied by AIRFAL INTERNATIONAL, is available in the product technical data sheet, therefore we recommend confirming measurements and technical characteristics before placing an order.
8. AIRFAL INTERNATIONAL, S.L. guarantees that its light fixtures are free of manufacturing defects and labor employed for its production in a standard manner during THREE (3) years from supply date.

9 This warranty is conditioned to the proper stocking, installation, and maintenance of the product. This guaranty is not applicable to any product that hadn't been installed in accordance with the applicable Electrical Norms, the installation instructions supplied by AIRFAL INTERNATIONAL, S.L

10.. This guaranty is only applicable to the original buyer or in its case to the first final user.

11. If a warranty covered product presents any manufacturing defect, contact must be made to our Technical/Quality Department to follow the procedure marked by our Warranty Service. The Quality Department will indicate to the client the steps to take.

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