

GENERAL TERMS AND CONDITIONS OF PRODUCT WARRANTY

1. *Scope of the Warranty:*

AIRFAL INTERNATIONAL S.L. guarantees that its luminaires and lighting products are free from manufacturing defects, materials defects, and workmanship issues under standard manufacturing conditions, when used and maintained under normal conditions, for the duration of the specified warranty period.

2. *Warranty Duration:*

Unless otherwise agreed in writing, **AIRFAL INTERNATIONAL S.L.** offers a warranty of THREE (3) years from the delivery note/invoice date to the professional buyer.

Additionally, an extended warranty of FIVE (5) years is offered for LED components (modules and drivers) with a manufacturer-estimated lifetime of 50,000 hours or more.

3. *Warranty Coverage:*

This warranty covers the repair or replacement (at the discretion of AIRFAL INTERNATIONAL S.L.) of products or components that present manufacturing defects confirmed by our technical department.

This warranty applies ONLY if the following conditions are met:

- ✓ The supplied product is used in accordance with the specifications relating to both the product and its intended use (Installation and Maintenance Manual).
- ✓ The product has been installed and operated within the environmental conditions specified in its corresponding technical datasheet.
- ✓ The product has not been exposed to mechanical or physical stresses that are inconsistent with its intended use.
- ✓ The defective product is packaged, accompanied by its return note, and sent—at no additional cost to the customer—to AIRFAL INTERNATIONAL S.L. within a maximum period of thirty (30) days after obtaining the complete (RMA number) and the required information.
- ✓ The customer has fulfilled the payment obligations in accordance with the terms agreed with **AIRFAL INTERNATIONAL S.L.**
- ✓ The product or any of its parts has not been repaired, replaced, adjusted, sealed, tampered with, or modified in any way by the customer or any other person without the necessary training and prior written authorization from **AIRFAL INTERNATIONAL S.L.**

The warranty DOES **NOT** cover:

- ✓ Damage resulting from incorrect installation, use, handling, or maintenance contrary to the manufacturer's instructions.
- ✓ Damage due to external causes, electrical overloads, abnormal environmental conditions, or installation in unsuitable environments without proper protection.
- ✓ Natural wear and tear of consumable components (e.g., light sources, batteries if applicable).
- ✓ Unauthorized interventions or modifications to the product.

4. **Claim Procedure:**

All warranty claims must be submitted in writing to **AIRFAL INTERNATIONAL S.L.** using the RMA (Return Merchandise Authorization) form, and must include:

- Proof of purchase (invoice)
- Detailed description of the issue
- Photos or technical documentation to support the evaluation

The return of defective products requires prior authorization via an RMA number issued by **AIRFAL INTERNATIONAL S.L.** Initial shipping costs will be covered by the customer. If the warranty claim is accepted, Airfal will bear the cost of return shipping to the customer.

Please note that the more complete and accurate the information provided through the RMA form, the faster and more efficient the analysis process will be, reducing diagnostic times and speeding up the implementation of an appropriate solution.

5. **Limitation of liability:**

The liability of AIRFAL INTERNATIONAL S.L. under the terms of this warranty is strictly limited to the direct costs associated with the repair or replacement of the defective product, based on a validated technical diagnosis. Under no circumstances shall AIRFAL INTERNATIONAL S.L. be liable for indirect damages, loss of profits, costs related to the assembly or disassembly of luminaires, collateral damage to the installation, production downtime, or any other harm, expense, or consequence arising directly or indirectly from the identified defect.

6. **Special conditions for ATEX products:**

All ATEX products from Airfal International comply with Directive 2014/34/EU and are delivered with the corresponding certification.

The warranty does not cover defects or damages resulting from use in environments that are not compatible with the product's ATEX classification, nor from any modifications that alter its certification or safety.

7. **Applicable law:**

This warranty is governed by Spanish law, excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods. The legal venue for any disputes arising from this warranty shall be Zaragoza, Spain.