Snowdon Drive, Winterhill
Milton Keynes, MK6 1AP
Telephone: 01908-691818
email:sales@franklite.ltd.uk

FRANK led 5 year extended warranty

Please print the form section, complete and return to the postal address below

All Franklite products carry a minimum guarantee period of one year. The rights and benefits under this guarantee and extended warranty are additional to your statutory rights which are not affected.

Franklite will now extend the warranty period on all of its catalogued FRANK led LED lighting products to five years. All you have to do to obtain this extended warranty is complete and return the attached form and comply with the other conditions set out here. This extended warranty applies to all applicable FRANK led marked products sold after 1st October 2011. The offer of this extended warranty demonstrates the confidence that Franklite places in the quality of the products that it manufactures. The period of this extended warranty commences on the date of purchase.

During the period of the extended warranty, Franklite undertakes to repair or replace free of charge either the whole product or any part of the product (excluding glass) that Franklite deems to be defective as a result of material or manufacturing fault provided that;

- We are promptly informed of the defect.
- The product was originally installed by a qualified electrician according to the instructions supplied.
- The product has not been altered or modified in any way.
- The product has not been subjected to misuse (incorrect operation by the user, connection to or operation with an unsuitable power supply).
- The product has not been previously repaired by a person other than an authorised representative of Franklite.

The extended warranty is only valid if the date of purchase is confirmed by an official receipt issued at the time of purchase. If Franklite does not have proof of date of purchase then you will be liable for the costs of any repair or replacement that are incurred, unless these are covered by the minimum one year guarantee. No rights are given under this warranty to any person acquiring a product second hand. In the event of needing to make a claim under this warranty, please return the complete product in the original packaging if possible together with your receipt to the Authorised Dealer from whom the product was originally purchased. Carriage and return carriage charges are the responsibility of the claimant and are not covered by this warranty. If the defective product is no longer available, then Franklite will provide an alternative of similar specification and quality. Any repaired or replaced product will be warranted on the above terms for the unexpired portion of the extended warranty.

In order to take up this extended 5 year warranty, you must provide all of the information requested on the next page and return this form and a copy of your receipt to ***Franklite Limited, Snowdon Drive, Winterhill, Milton Keynes, MK6 1AP within 60 days of purchase***.

In the event that you need any assistance or have any questions, please either write to the address shown or contact our Customer Service Department on ***+44 (0)1908 691818*** or email at ***sales@franklite.ltd.uk***.

Snowdon Drive, Winterhill
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Telephone: 01908-691818 Fax: 01908-691939
www.franklite.net email:sales@franklite.ltd.uk

FRANKled 5 year extended warranty

Please print this form and return to the postal address below
Please complete in BLOCK CAPITALS and BLACK INK

Your details:

Name			
Address			
Town		Postcode	
Email			

Product details:

Product Code		Quantity Purchased	
Product Code		Quantity Purchased	
Product Code		Quantity Purchased	
Product Code		Quantity Purchased	
Product Code		Quantity Purchased	
Power supply used (if non-Franklite)			

Approved Retailer / Professional Dealer details:

Purchased via			
Purchase Date	/ /		
Address			
Town		Postcode	

Installer details:

Installer name			
Address			
Town		Postcode	
Installer Licence No.			
Date of installation			
Brief description of installation			

In order to take up this 5 year extended warranty, you must complete all of the information requested and return this form and a copy of your receipt to ***Franklite Limited, Snowdon Drive, Winterhill, Milton Keynes, MK6 1AP***. In the event that you need any assistance or have any questions, please either write to the address shown or contact our Customer Services Department on ***+44 (0)1908 691818*** or via email at ***sales@franklite.ltd.uk***.

Please ensure that you retain your receipt as proof of purchase. In the event of needing to return product/s under the extended warranty you will need to show proof of date of purchase.