

FRANK *led* 3 year extended warranty

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



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

Franklite is now able to extend the warranty period on all catalogued LED lighting products from one year to three years that show the 3 year warranty symbol. In order to extend the warranty period you, the customer, must complete and return the attached form and comply with the other conditions set out in this document. The extended warranty can be applied to all applicable 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 shall commence on the date that you originally purchased your Franklite product.

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 a defect in materials or a manufacturing fault, provided that:

- Franklite are promptly informed of the defect in writing, with photographs where available.
- The product has been 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 (including incorrect operation by the user, or connection to or operation with an unsuitable power supply and or control system).
- The product has not been previously repaired by a person other than an authorised representative of Franklite.

Franklite shall be entitled in its discretion to decide whether to repair or replace a defective product.

The extended warranty shall only be valid if the date of purchase is confirmed by an official receipt issued at the time of purchase. If you are unable to supply Franklite with suitable 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 the extended warranty period to any person acquiring a product second hand. In the event of needing to make a claim during the extended warranty period, please return the complete product in suitable packaging together with your proof of purchase, to the Authorised Dealer from whom the product was originally purchased. Please note that if the product is returned in a damaged condition this extended warranty shall be void. Carriage and return carriage charges shall be the customer's responsibility and are not covered by this extended warranty. If the defective product cannot be repaired and the same product is no longer available, Franklite will provide an alternative product which Franklite determines is of a similar specification and quality. Any repaired or replaced products will be warranted on the above terms for the unexpired period of the extended warranty.

Franklite's responsibility under this extended warranty shall be limited either to repairing or replacing the defective product. Nothing herein shall be construed as requiring Franklite to pay any monetary compensation. The cost of removing and/or refitting a defective product shall be borne by the customer. Where Franklite agrees to attempt a repair in-situ, you the customer shall be responsible for providing all access equipment that may be required.



Snowdon Drive, Winterhill
 Milton Keynes, MK6 1AP
 Telephone: 01908-691818
[email:customerservice@franklite.ltd.uk](mailto:customerservice@franklite.ltd.uk)

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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 obtain this three year extended warranty, you must complete the attached form and send it together with a copy of your purchase receipt to **Franklite Limited, Snowdon Drive, Winterhill, Milton Keynes, MK6 1AP within 60 days of purchase**. Completion and submission of the attached form confirms your acceptance of the terms and conditions set out within this document.

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 **customerservice@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.