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SUPERLUM

WARRANTY

All products/parts sold to the original buyer/user by Superlum are guaranteed for a period of one year from the date of delivery, against any failure caused by any manufacturing error or proven intrinsic materials fault **on condition that the products/parts have NOT been altered, incorrectly installed, wrongly used or repaired by the buyer/user.** Superlum will repair or replace any product failing under the above mentioned conditions. **Any and all shipping costs resulting as a consequence of returning any product/part to Superlum under any circumstances are not covered by this warranty.**

NOTIFICATION OF A CLAIM UNDER WARRANTY

Notification of a Claim under this warranty must be submitted, by the original buyer/user immediately any fault becomes apparent, in writing to Superlum giving the following information.
* Description of the product/part concerned
* Serial number
* Name of purchaser
* Date of purchase
* Complete description of the specific fault

Notification of claims under warranty received by Superlum later than the warranty expiry date will not be processed.
Returning failed products/parts to SUPERLUM automatically implies acceptance of all warranty conditions described in this document.

FAILURE ANALYSES POLICY

Superlum reserves the right conduct failure analysis on any product/parts returned under warranty or otherwise in order to;

- Verify that a fault exists
- Identify the fault
- Identify the root cause of the fault

Persons returning parts under this warranty agreement should note:

- Failure analysis is free-of-charge regardless of warranty status of the returned product/part.
- Superlum may use destructive methods during failure analysis without prior notice.
- Products/parts with confirmed non-repairable failures will be stored for one month and then scrapped unless other specific requests or instructions are received from the original buyer/user.
- On request failure analysis reports will be e-mailed to the original buyer/user.