



CUCUMBER LIGHTING CONTROLS WARRANTY POLICY

(Please read in conjunction with our Terms and Conditions, Privacy Policy and EULA Policies)

1. "Company" means Cucumber Lighting Controls Limited (company registration number 13980658) whose registered office is 3 Coventry Innovation Village, Cheetah Road, Coventry, West Midlands, United Kingdom, CV1 2TL, and/or any of its associated companies.
2. This warranty policy specifies the terms and conditions of our warranty in respect of products bearing the Cucumber Lighting Controls Ltd mark (the "Products") (referred to as the "Warranty" in respect of the actual warranty, and the "Warranty Policy" in respect of general Warranty policy as detailed here).
3. The Company supplies market leading lighting control products to the professional market. As such they are supplied with a 7 year warranty for any manufacturing defects that may occur during this time. The warranty period starts from date of invoice and applies to Company branded products. The warranty applies to hardware components and not to software elements.
4. Should a hardware defect occur in the first 12 months (1st year), the Company at its sole discretion, may choose to repair the product on site free of charge, repair the product at its manufacturing location, or deliver a replacement product (or component of) free of charge, issue a credit note for the net invoice value of the defected product. The Company is not responsible for uninstalling the product and any associated costs. The Company is not responsible for any associated shipping costs.
5. Should a hardware defect occur in years 2 to 7, the Company at its sole discretion, may choose to repair the product at its manufacturing location, or deliver a replacement product (or component of) free of charge, issue a credit note for the net invoice value of the defected product.
6. On site repairs will take place during normal working hours, 9am to 5pm Monday to Friday. This is applicable for UK sites only.
7. To qualify under Company warranty policy the product must clearly be shown/proven as having a manufacturing defect. Products must have been installed and operated in accordance with Company instructions supplied with the product and available online. All technical and product specific standards must not have been exceeded. Product labels must not be removed or damaged. Any attempts by a third party to repair the product will result in the warranty being void.
8. Products that are found not to be defective after being returned to the Company will mean the warranty claim is not valid, and the Company may charge the Customer for the associated work and handling costs.
9. If software upgrades have not been performed or third party software upgrades have been attempted the warranty will be void. Software upgrades are to be performed by the installer and/or user and not the Company.

10. A copy of the original invoice must be supplied to the Company to support the warranty claim. Along with information regarding the nature of the fault, part number and location details. The Company may also request further information in order to support the warranty claim such as photos or video of installation.
11. Any claim must be notified to the Company in writing within seven (7) days from discovery of defect. The product must not be used from discovery of defect.
12. The Company is not responsible for any associated costs regarding specialist access equipment that may be required to reach a defective product.
13. In the event a replacement product/component is supplied it will come with a new 7 year warranty as per these terms and conditions in this document.
14. Consequential losses incurred from any defect with the Product including but not limited to delivery costs, assembly costs, on-site installation costs, loss of profit, loss of business, damages, will not form part of the agreed claim. Statutory rights and claims shall not be affected by this warranty. Total limitation of liability in connection with the Contract will be limited to the Contract price.
15. Any disputes that arise in conjunction with this Warranty Policy shall be governed in accordance with UK law and with exclusive jurisdiction in the courts of England and Wales.
16. The Company reserves the right to modify this Warranty Policy from time to time and will be effective on all Products purchased on or after the modification date stated in the footer of this document.
17. This Warranty Policy must be read in conjunction with the Company's terms and conditions of sale. In the event of conflict between the Warranty Policy and terms and conditions of sale, the Warranty Policy will prevail. Please see Company Policy - Terms and Conditions March 2023 as per our website - www.cucumberlc.co.uk
18. The Company reserves the right to discontinue Products at any time. If a Product or part is no longer available following its withdrawal from the market, the Company will attempt to offer a suitable equivalent if possible.

Cucumber Lighting Controls keeps its Warranty Policy under regular review and places any updates on this web page. This privacy policy was last updated on 1st August 2023.