

Guarantee Conditions for Radium LED Lamps, LED Luminaires, LED Strips

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Dear Customer,

Radium LED products are renowned for their high-quality engineering, professional thermal management, use of high-quality components and systematic quality assurance measures. Radium provides the following guarantees for original Radium LED lamps, LED luminaires and LED strips that are operated in accordance with the product and application specifications set by Radium (e.g. data sheets, application documents, compatibility lists). The guarantee period begins on the proven date of purchase (e.g. as evidenced by an invoice/receipt).

Radium LED Lamps



5 years or the specified service life

(whichever comes first)

LED Star lamps, LED Essence HRL lamps, LED Star Tube



4 years or the specified service life

(whichever comes first)

LED Essence lamps in GLS lamp shapes and with reflector (spotlights)



3 years or the specified service life

(whichever comes first)

LED Essence Lamps Duo, Long and Ring (T9), RaLEDina Essence Lamps,
LED Essence Tube, LED Essence PIN

Radium LED Luminaires



5 years or the specified service life

(whichever comes first)

LED Star Panel, LED Star Damp Proof, LED Star Highbay, LED Star Floodlight



3 years or the specified service life

(whichever comes first)

LED Essence Panel, LED Essence Downlight, LED Essence Surface

Radium LED Strips



5 years or the specified service life

(whichever comes first)

LED Star Strip, LED Easy Connect Strip



3 years or the specified service life

(whichever comes first)

LED Essence Strip

The statutory warranty period of 2 years applies to all products not explicitly mentioned here.

1. Guarantee processing

If LED lamps, LED luminaires or LED strips sold by Radium fail completely within the guarantee period after the date of purchase due to a product defect, they can be claimed under guarantee. To do so, please contact Radium and provide the following documents:

- a letter of complaint stating the reason (description, photos) and contact details of the guarantee holder (first and last name, valid full postal address),
- the product details (name, item number, EAN) and quantity,
- a copy of the receipt (proof of purchase).

No further registration is required. Upon request, the defective goods must be sent to the following address for fault analysis, complete with details of the complaint procedure (e.g. date of the letter of complaint), packed securely and with sufficient postage:

**Radium Lampenwerk GmbH, Abt. QW/Reklamationsbearbeitung,
Dr.-Eugen-Kersting-Str. 6, 51688 Wipperfürth**

Radium reserves the right to decide on the validity of the guarantee claim after assessing the complaint/defective product. The guarantee is generally only valid within Europe. Any agreements beyond this must be made individually.

If the guarantee claim is accepted, the buyer will receive a free, equivalent replacement, as repair is not technically feasible. In this case, 'equivalent replacement' means another similar and equivalent product whose characteristics, specifications and design may differ from the guarantee product but which ensures the same function. Reimbursement of the purchase price is not part of this guarantee.

The replacement product will be shipped after the guarantee claim has been properly asserted. This does not extend the original guarantee period. Defective products become the property of Radium GmbH upon return and will be disposed of properly after completion. Statutory warranty claims and claims under the Product Liability Act remain unaffected by this guarantee and apply independently and in parallel.

Compensation under this guarantee is limited to a maximum amount of € 50,000 per installation.

2. Guarantee exclusion

Guarantee claims are excluded in particular

- in the event of minor, insignificant damage or faults to the guarantee product (e.g. failure of individual LED chips or LED arrays),
- if the guarantee product reaches the normal service life specified by the manufacturer within the guarantee period and/or if there is a normal product-related decrease in the luminous flux of the guarantee product,
- in the event of normal product-related changes in the light color of the guarantee product,
- in the event of natural wear and tear of the guarantee product,
- in the event of improper or inappropriate use of the guarantee product,
- in the event of operation of the guarantee product in an impermissible or unsuitable operating environment (e.g. in the event of excessive humidity, heat, cold, dust formation or in corrosive environments),
- in the event of damage or faults caused by poor power supply quality (e.g. voltage spikes or over/undervoltage),
- if the guarantee product has been modified, repaired or operated in conjunction with products or software belonging to the guarantee holder or a third party without the prior express written consent of Radium,
- in the event of damage or faults caused by the guarantee holder or a third party,
- in the event of unforeseeable events of force majeure that are beyond Radium's control and for which Radium is not responsible (e.g. natural disasters)

3. Changes to the Guarantee Terms and Conditions

Radium reserves the right to change or supplement these guarantee terms and conditions at any time at its own discretion with effect for the future. In this case, valid guarantee claims based on the current version of the guarantee terms and conditions remain unaffected and can continue to be asserted by the guarantee holder in accordance with the provisions of the current version of the guarantee terms and conditions within the respective guarantee period.