

Guarantee Terms and Conditions for Radium Easy Connect LED Strips

Date: Wipperfürth, November 2024

Dear Customer,

Radium LED products are renowned for their high-quality engineering, professional thermal management, the use of high-quality components and the implementation of systematic quality assurance measures. Radium provides the following warranties for Radium Easy Connect LED strips that are operated in accordance with the product and application specifications provided by Radium (e.g. data sheets, application notes, compatibility lists). The guarantee period begins on the date of purchase.



5 years or the specified service life
(whichever comes first)
Radium Easy Connect LED Strips

1. Guarantee Claims

Should a Radium Easy Connect LED Strip sold by Radium fail completely due to a product fault within the guarantee period following the date of purchase, a claim may be made. To do so, please contact Radium and provide the following documents:

- a letter of complaint stating the reason (description, photos) and the guarantee holder's contact details (first name and surname, 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 faulty Radium Easy Connect Strip, together with details of the complaint procedure (e.g. date of the letter of complaint), must be sent, fully and securely packaged to prevent breakage and with sufficient postage, to the following address for fault analysis:
Radium Lampenwerk GmbH, QW Department/Complaints Processing, Dr.-Eugen-Kersting-Str. 6, 51688 Wipperfürth

Radium reserves the right to decide on the validity of the guarantee claim following assessment of the complaint/defective product. The guarantee generally applies only within Europe. Agreements beyond this scope must be made on a case-by-case basis.

If the guarantee claim is accepted, the purchaser will receive a replacement of equivalent value free of charge; repair is not technically feasible. A refund of the purchase price is not covered by this guarantee. In this context, 'replacement of equivalent value' means another product of the same type and equivalent value, the characteristics, specifications and design of which may differ from those of the product covered by the guarantee.

The replacement product will be dispatched once the guarantee claim has been duly submitted. This does not extend the original guarantee period. Defective products become the property of Radium GmbH upon dispatch and will be disposed of appropriately once the process is complete. Statutory guarantee claims and claims under the Product Liability Act remain unaffected by this guarantee and apply independently of and in parallel with it. Compensation under this guarantee is limited to a maximum of €50,000 per installation.

2. Exclusion of Guarantee

Guarantee claims are excluded in particular

- in the case of only minor, insignificant damage or faults in the product covered by the guarantee (e.g. failure of individual LED chips or LED arrays out of several),
- where the guarantee product reaches the normal service life specified by the manufacturer within the guarantee period and/or where there is a normal, product-related reduction in the luminous flux of the guarantee product,
- in the event of normal, product-related changes in the colour of the light emitted by the guarantee product,
- in the event of natural wear and tear of the guarantee product,
- in the event of improper or incorrect use of the product covered by the guarantee,
- in the event of the product covered by the guarantee being operated in an unauthorised or unsuitable operating environment (e.g. in the presence of excessive humidity, heat, cold or dust, or in corrosive environments),
- damage or faults caused by poor mains supply quality (e.g. voltage spikes or over-/undervoltage),
- where the product covered by the guarantee has been modified, repaired or operated in conjunction with products or software belonging to the guarantee holder or a third party without Radium's prior express written consent,
- 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 beyond Radium's control and for which Radium is not responsible (e.g. natural disasters), and
- in relation to all other components of the Easy Connect portfolio.

3. Amendments to the guarantee terms and conditions

Radium reserves the right to amend or supplement these guarantee terms and conditions at any time at its own discretion, with effect for the future. In such cases, valid guarantee claims based on the current version of the guarantee terms and conditions shall remain unaffected and may 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 relevant guarantee period.