

## Flux AB Product Warranty Policy & Sales and Delivery terms FOR EXPORT 2025

### Warranty Terms

Flux AB guarantees the proper functioning of its products, ensuring that any necessary repairs or replacements due to manufacturing defects will be addressed within the warranty period.

**5-Year Warranty:** All products purchased from Flux AB for installation outside Sweden are covered by a 5-year warranty from the invoice date. Flux AB is not liable for any damages or failures due to improper use, incorrect installation, or external factors beyond the specified product parameters.

### Warranty Duration

- **5-Year Warranty:** Applies to all lighting products manufactured and exported by Flux AB, unless otherwise agreed.
- **Exclusions:** Sample or prototype products are excluded from warranty coverage unless specifically agreed.

### Warranty Terms & Conditions

- **Proper Use:** The warranty applies only when products are used in accordance with the installation and maintenance instructions provided by Flux AB. Damages resulting from power outages, voltage fluctuations, or external electrical issues are not covered.
- **Manufacturing Defects:** The warranty covers defects resulting from material failure, manufacturing errors, or products exceeding the expected failure rate according to Flux AB's technical specifications.

### Exclusions:

**Electrical Conditions:** The warranty does not cover damages resulting from power supply issues such as voltage surges, fluctuations, or failure to comply with the specified operating range.

- **Corrosive Environments:** Exposure to corrosive or chemically aggressive environments is not covered.

### Claims Process & Inspection

- **Submitting a Warranty Claim:** Warranty claims must be submitted in writing, along with the defective product, to Flux AB. The claim must include a detailed description of the defect, the application, operating hours, installation date, all invoice details (invoice date, number, etc.), and photos of the defective or damaged product.
- **Inspection:** Flux AB reserves the right to inspect the defective product to determine if the claim is valid. The disassembly and transportation costs are not covered under the warranty.
- **Repair or Replacement:** If a product is found to be defective, Flux AB may repair, replace, or reimburse the customer at its discretion. If replacement is not possible due to product discontinuation or stock shortages, a similar product may be offered, or a refund may be issued. Flux covers the cost of replacing or repairing the products in our factory, but no other cost related to product failure such as transport or mounting / dismounting at the customer's premises.
- For the luminaires Flux produces in our own factory, labelled HÄRPRODUCERAD, we guarantee that we can supply the same product 5 years after the delivery. For the products that Flux distributes, we guarantee that

we can supply the same or similar product within 5 years from the delivery. If this for some reason is not possible, Flux will make a refund of 100% of the purchase price of this specific product.

### **Warranty Terms: Lifespan & Failure Rate**

- **Lifespan & Failure Rates:** The nominal lifespan and estimated failure rates of the product are provided in the technical specifications. Any product failure within the expected lifespan due to material defects or manufacturing errors is covered under warranty.

### **Other Warranty Terms**

- **No Extension:** The warranty duration is not extended in the case of product repair or replacement.
- **Labor Costs:** The warranty does not cover labor costs for disassembly, reinstallation, or maintenance of the product.
- **Customer Rights:** If the repair does not satisfy the customer or the product cannot be used as intended, the customer has the right to request a replacement.
- **Damage During Transport:** DO NOT INSTALL the product if it is damaged. Ensure the product is properly packaged and check for any visible damage before installation. Flux AB reserves the right to inspect any returned product to determine the cause of the damage.

### **Warranty Exclusions**

- **The warranty does not cover:** Damages caused by improper use, incorrect installation, or failure to follow installation instructions.
- **Force Majeure:** The warranty does not apply to damages caused by events beyond Flux AB's control, such as natural disasters or power surges.
- **Environmental Conditions:** Products used in environments outside the specified conditions (e.g., humidity, unsuitable temperatures) are excluded.
- **Product Maintenance:** Maintenance must be performed in accordance with the manufacturer's instructions and by qualified personnel.

### **Applicable Law & Disputes**

Any disputes will be resolved within the Swedish legal system and Swedish law will apply. Legal warranty rights under EU law are not affected by this warranty policy.

### **Customer Service**

For any claims or inquiries regarding the warranty, customers are invited to contact the Flux AB support team, providing the purchase invoice and product details. We are committed to providing excellent service and ensuring that any issues are resolved in a timely and efficient manner.

### **Payment**

Advance payment, in connection with order placement.

### **Freight**

Flux delivers ex works, ie free to our warehouse in Taby, Stockholm.

### **Returns of goods**

For deliveries outside Sweden no returns are accepted.

**Validity of quotations**

30 days or other conditions stated on the quotation.

**Stock Cost**

When the customer delays the delivery 2% of the net value of the order will be charged per week to a maximum of 10% of the order's net value.

Flux AB 2024-01-17

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