



**APTUM**  
CUSTOMIZED  
LIGHTING  
CREATIONS

## WARRANTY POLICY

Aptum's lighting is made of high-quality materials. We design, manufacture and check luminaries and components with a high degree of care before they are installed or shipped to the customer, so that the quality of the lighting can be guaranteed. If complaints nevertheless arise, a request can be submitted to Aptum to have the product or one of its parts repaired or replaced free of charge within 2 years (EU countries) or 1 year (non-EU countries) after purchase by the customer when:

- the product defect is reported within two months of its discovery
- The defect is acknowledged as such by Aptum

Not covered by the warranty:

- natural wear and tear
- wear by inappropriate and careless use
- damage by sharp, hot or damp objects
- environmental influences such as drought, humidity, light and temperature in adverse conditions
- damage caused by accidents or for reasons of Act of God, such as lightning, floods, fires, or resulting from environmental, climatic or any other conditions affecting the product
- discoloration by (sun) light
- product and material
- specific properties that are excluded from warranty
- damage caused by insufficient or incorrect installation, carried out by a party other than Aptum or without written permission from Aptum
- unauthorized attempts at cleaning, repair or improvement
- by use of materials and spare parts which are not original, or consumables which are inappropriate (for example light bulbs)
- electrical systems not in compliance with current sector regulations
- damage caused by transport and/or movement

When a request has been submitted, we will contact you within several working days. Even if the defect is not covered by the warranty, we are happy to work with you to find a good solution.

Our general terms and conditions apply to all our products/ designs.  
Please find them at [www.aptumlighting.com](http://www.aptumlighting.com)