

Warranty Policy

This document sets forth Terms and Conditions of the PHOVIA LED Lamp warranty ("the Warranty").

1. Limited Warranty

The Warranty as described herein shall only apply to PHOVIA LED Lamp products (hereinafter referred to as 'Product') sold by VETOQUINOL SA, VETOQUINOL's affiliates, or VETOQUINOL's distributors (hereinafter referred to as 'Seller'). The Warranty is only applicable to the party purchasing (hereinafter referred to as : 'Purchaser') the Product directly from Seller.

Seller warrants that each Product will be free from defects in material and workmanship, for a period of twenty-four (24) months following the date of purchase of the Product by Purchaser (hereinafter "Warranty Period"). If a Product fails to operate during this Warranty Period, Seller shall at its own option provide free replacement or a repair or a refund of the defective Product subject to the applicable warranty policy and the limited warranty terms and conditions set forth below.

This Warranty does not apply to damage, defect or failure to perform arising as a result of any Acts of God or from any abuse, misuse, normal wear and tear, abnormal use or use in violation of any applicable standard, code or instructions for use including without limitation those contained in the latest safety, industry and/or electrical standards for the relevant region(s). This Warranty shall be void in the event of any repairs or alterations made to the Product.

2. Warranty Claims

To be reviewed by the Seller, the Purchaser shall report the alleged defect during the Warranty Period to its Seller and within 30 days after the discovery of the defect specifying at least the following information (additional info may be required on request):

- Invoice date; proof of purchase
- Detailed defect description,
- Serial number of lamp
- Serial number of base
- Presentation of the defective Product if requested by Seller,

If after the claim examination, Seller determines to its satisfaction that such Product is a defective Product, and claim is accepted, Seller will contact the Purchaser within thirty (30) days to announce the retained warranty solution and terms and conditions of application (replacement or refund).

3. No implied or other warranties

The warranties and remedies contained in the terms of the present Warranty are the only warranties given by VETOQUINOL with respect to the Products and are given in lieu of all other warranties, whether express or implied, including without limitation warranties of merchantability or fitness for a particular purpose, which warranties are hereby disclaimed. These terms and conditions state VETOQUINOL's entire liability and obligation to Purchaser and Purchaser's sole and exclusive remedy in connection with defective or nonconforming Products supplied by Seller, whether or not such damages are based on any warranty not explicitly mentioned in these terms and conditions, tort, contract or any other legal theory, even if VETOQUINOL has been advised or is aware of such defects to the extent permitted by applicable law. This is a limited warranty and excludes, among other items, special, incidental and consequential damages (such as but not limited to loss of revenue/profits, damage to property or other miscellaneous costs not previously mentioned).