

Warranty Policy Light Artworks Atelier G (Nov. 2021)

LED lighting with standard 2-year warranty

- **If a defect occurs within 2 years** after purchase of the light artwork, a full warranty applies to the electrical components. Any defects that occur during normal use will be replaced free of charge by Atelier G.
- **If a defect occurs between 2 and 5 years** after purchase of the light artwork during normal use, Atelier G will replace the defective electronics at cost price of the materials plus a standard kilometer allowance for any travel expenses. If the light artwork needs to be transported, transport costs are at the buyer's expense.
- **If a defect occurs after more than 5 years** during normal use, Atelier G will replace the defective electronics; however, all costs will then be at the buyer's expense. These costs include replacement materials (which vary per light artwork), labor hours, and a standard kilometer allowance for any travel expenses. If the light artwork needs to be transported, transport costs are at the buyer's expense.
- **The specifications of the replacement materials** will be at least equivalent to those of the original materials.

Replacement of LED lighting at the end of its service life

- **At the end of the service life of the LED lighting**, the lighting can be replaced by Atelier G. All costs are at the buyer's expense. These include replacement materials, which vary per light artwork, labor hours, and a standard kilometer allowance for any travel expenses. If the light artwork needs to be transported, transport costs are at the buyer's expense.
- **The number of operating hours** affects the service life of LED lighting. The maximum service life of LED lighting is 50.000 hours, but the average service life is 35.000 hours. Below is an overview of the estimated service life based on a certain number of operating hours per day:
Switched on 24 hours per day: 4 years
Switched on 12 hours per day: 8 years
Switched on 6 hours per day: 16 years
- **Ambient temperature** affects the service life of LED lighting. The lighting lasts longer in cool conditions than in warm ones. In addition, it will remain brighter for a longer time.
- **The number of times the lighting is switched on and off** also affects its service life. If the lighting is switched on and off very frequently, it will have a shorter lifespan.

Exclusions

- **Discoloration of LED lighting;** LED lighting may discolor over the years. This is a product characteristic and is excluded from the warranty.
- **Reduction in brightness of LED lighting** over time. This is a product characteristic and is excluded from the warranty.
- **Exposure to harmful conditions;** if the light artwork has been exposed to conditions unsuitable for the artwork, the standard warranty conditions will lapse. Examples include exposure to water, moisture, or heat.