Guarantee Conditions of LEDVANCE GmbH
for LED Luminaires towards Entrepreneurs (Version Date: April 2026)

TABLE 1 GUARANTEE FOR LED LUMINAIRES TOWARDS ENTREPRENEURS

GUARANTEE PERIOD	GUARANTEE PRODUCTS (Product Families)
7 years (At a maximum operating time of 4,000 hours per year)	a) The following PANEL luminaires: • PANEL FLEX b) For 7 years system guarantees conditions of VIVARES Light Management Components and Luminaires see www.ledvance.com/guarantee/vivares

GUARANTEE PERIOD	GUARANTEE PRODUCTS (Product Families)
5 years (At a maximum operating time of 4,000 hours per year)	a) The following DAMP PROOF luminaires: • DAMP PROOF GEN 2 • DAMP PROOF COMPACT • DAMP PROOF SPECIAL • DAMP PROOF HOUSING • DAMP PROOF ECO GEN 3 • DAMP PROOF COMBO • DAMP PROOF FLEX • DAMP PROOF HIGH EFFICIENCY • DAMP PROOF MAX • DAMP PROOF FIT • DAMP PROOF SLIM GEN 2 b) The following DOWNLIGHT luminaires: • DOWNLIGHT UGR19 • DOWNLIGHT COMFORT • DOWNLIGHT ALU • DOWNLIGHT SLIM ALU • DOWNLIGHT TUNABLE WHITE • DOWNLIGHT UNIVERSAL • DOWNLIGHT SURFACE IP65

	c) The following FLOODLIGHT luminaires: • FLOODLIGHT MAX • FLOODLIGHT PERFORMANCE • FLOODLIGHT GEN 3 • FLOODLIGHT GEN 4 • FLOODLIGHT HIGH MAST • FLOODLIGHT AREA GEN 2 • ECO HIGH POWER FLOODLIGHT • FLOODLIGHT ACCESSORIES • FLOODLIGHT FLEX • FLOODLIGHT COMPACT GEN 2 d) The following STREETLIGHT luminaires: • STREETLIGHT FLEX • STREETLIGHT AREA • STREETLIGHT COMPACT • URBAN FLEX STREET • ECO AREA e) The following HIGH BAY luminaires: • HIGH BAY GEN 3 • HIGH BAY GEN 4 • HIGH BAY GEN 5 • HIGH BAY FLEX • HIGH BAY COMPACT GEN 2 f) The following LINEAR luminaires: • LINEAR COMPACT • LINEAR IndiviLED® • LINEAR SURFACE IP44 • LINEAR ULTRA OUTPUT • LINEAR COMBO • LINEAR MAGNETIC BATTEN • LINEAR BATTEN COMBO • LINEAR MR • LINEAR INDIVILED GEN 2 g) The following OUTDOOR luminaires: • DOWNLIGHT SURFACE IP65 • OUTDOOR BOLLARD • OUTDOOR FACADE • OUTDOOR SURFACE

	h) The following PANEL luminaires: • PANEL IndiviLED® • PANEL IP54 • PANEL LED DIRECT INDIRECT • PANEL COMFORT • PANEL PERFORMANCE • PANEL PERFORMANCE HIGH OUTPUT • PANEL PROTECT • PANEL COMPACT • PANEL LOUVER • PANEL PRINT • PANEL COMPACT GEN 2 • PANEL SURFACE i) The following SPOT luminaires: • SPOT AIR • SPOT ADJUST • SPOT FIX • SPOT MULTI • SPOT VARIO • SPOT COMBO (excludes SPOT COMBO FIRE RATED FIX) • SPOT SQUARE • SPOT DARKLIGHT • SPOT GEN 2 j) The following SURFACE luminaires: • BULKHEAD • SURFACE COMPACT IK10 • BULKHEAD COMPACT • SURFACE FLAT • SURFACE SLIM • SURFACE DISC • SURFACE CIRCULAR 500 • SURFACE CIRCULAR 350 3CCT k) The following TRACKLIGHT luminaires: • TRACKLIGHT SPOT • TRACKLIGHT SPOT COMPACT • TRACKLIGHT SPOT ZOOM • TRACKLIGHT SPECIAL FOOD LED • TRACKLIGHT SPOT ZOOM DIM GEN 1 • TRACKLIGHT SPOT ZOOM DIM GEN 2 • TRACKLIGHT SPOT XR • TRACKLIGHT SPOT GU10

	l) The following TruSys® luminaires: • TruSys® PERFORMANCE • TruSys® FLEX • TruSys® UNIVERSAL m) The following FLOOR STANDING luminaires: • FLOOR STANDING HOME OFFICE • FLOOR STANDING COMPACT • FLOOR STANDING COMFORT n) The following LOW BAY luminaire: • LOW BAY FLEX o) The following HORTICULTURE luminaires: • GROWLIGHT RECTANGULAR • GROWLIGHT LINEAR p) The following BIOLUX HCL luminaires: • BIOLUX HCL PANEL • BIOLUX HCL DOWNLIGHT q) The following URBAN LIGHTING luminaires: • URBAN WALL VARIO • URBAN CLASSIC • WALLPACK COMBO • URBAN WALLPACK • URBAN LANTERN • URBAN FLEX • URBAN BOLLARD r) The following luminaires with emergency battery or emergency function and decentral battery: • DAMP PROOF FLEX EMERGENCY • DAMP PROOF / BATTEN COMBO EMERGENCY KIT • EMERGENCY CONVERSION BOX TEMPERATUR SENSOR, EMERGENCY KIT COMPACT, EMERGENCY TWIN SPOT • EMERGENCY BULKHEAD, EMERGENCY SPOT

3 years (At a maximum operating time of 4,000 hours per year)	a) The following DAMP PROOF luminaires: • DAMP PROOF SLIM VALUE GEN 1 • DAMP PROOF VALUE b) The following DOWNLIGHT luminaires: • DOWNLIGHT SLIM • DOWNLIGHT IP44 c) The following FLOODLIGHT luminaires: • FLOODLIGHT COMPACT GEN 1 • FLOODLIGHT AREA GEN 1 d) The following HIGH BAY luminaires: • HIGH BAY COMPACT GEN 1 e) The following SURFACE luminaires: • SURFACE SQUARE • SURFACE CIRCULAR 250 • SURFACE CIRCULAR 350 • SURFACE CIRCULAR 400 f) The following PANEL luminaires: • PANEL ECO GEN 2 • PANEL ECO GEN 3 g) Others: • SPOT KIT LED • SPOT COMBO FIRE RATED FIX h) The following luminaires with emergency battery or emergency function and decentral battery: • DAMP PROOF EMERGENCY, DAMP PROOF / BATTEN COMBO BATTERY • DOWNLIGHT ALU EMERGENCY • EMERGENCY CONVERSION BOX, EMERGENCY DOWNLIGHT, EMERGENCY EXIT SIGN, EMERGENCY KIT COMPACT BATTERY • LINEAR IndiviLED® DIRECT EMERGENCY • LINEAR IndiviLED® DIRECT / INDIRECT EMERGENCY

	• PANEL IndiviLED® EMERGENCY, PANEL VALUE EMERGENCY • LINEAR ULTRA OUTPUT EMERGENCY, LINEAR SURFACE IP44 EMERGENCY • SURFACE BULKHEAD EMERGENCY • TrySys® FLEX EMERGENCY, TrySys® PERFORMANCE EMERGENCY • BULKHEAD ROUND EMERGENCY

TABLE 2 ENTRY INTO FORCE AND GUARANTEE TERRITORY

Entry into force of these Guarantee Conditions:	April 1, 2026
Guarantee Territory:	Countries within the European Economic Area (EEA) as well as the following countries: Albania, Bosnia and Herzegovina, Kosovo, Moldova, Montenegro, North Macedonia, Serbia, Switzerland, Turkey, Ukraine and the United Kingdom.

TABLE 3 ASSERTION OF GUARANTEE CLAIMS

1) WHAT MUST BE SUBMITTED IN THE EVENT OF A GUARANTEE CASE?

To assert a guarantee claim, the guarantee beneficiary must submit either in writing by post or online the following documents to LEDVANCE or the respective locally responsible LEDVANCE group company (LEDVANCE Company) before expiration of the guarantee period (see table 1a and 1b):

a) The **complaint form** (as far as available online) **or a simple written notification** must contain the following **mandatory information**
- first name, last name and valid postal address of the guarantee beneficiary
- for LEDVANCE direct customers additionally the LEDVANCE customer number of the guarantee beneficiary
- product details of the guarantee product (in particular, without limitation: product name, product number (EAN) / product identity code (IC), purchased quantity, claimed quantity)
- reason for complaint

For warranty cases within Germany

Download link to the complaint form **for the postal service:**
www.ledvance.de/garantie-reklamationsformular

Link to the complaint form **for online complaints**:
www.ledvance.de/reklamation

For warranty cases outside Germany

Link to the country list of LEDVANCE national companies, including available complaint forms: www.ledvance.com/country-list If no separate complaint form is available there, a simple written notification with the aforementioned mandatory details to the respective locally responsible LEDVANCE company at its address given in the list of countries (see section 2 b) ii) shall suffice.

b) a **copy or a scan of the original invoice for the guarantee product**

It is NOT initially necessary to return the defective guarantee product:
The defective guarantee product only needs to be returned if requested to do so by LEDVANCE or the respective local LEDVANCE company. In this case, the defective guarantee product must be sent in full, sufficiently stamped and in unbreakable packaging by post to the address given below (under 2) a) i) or 2) b) ii).

2) TO WHOM AND IN WHAT FORM SHOULD THE COMPLAINT FORM AND THE COPY OF THE INVOICE BE SENT?

a) WARRANTY CASES WITHIN GERMANY:

For warranty claims within Germany, a warranty claim can be made either by post or via the online claim form:

i) Submission by post:

Call up the **claim form** at www.ledvance.de/garantie-reklamationsformular, print it out and fill in the mandatory information. Enclose a copy of the invoice receipt and send both documents with sufficient postage to the following return/complaint address:

LEDVANCE SASU
CQM Department
5, rue d´Altorf
67120 Molsheim
France

Complaints to other postal addresses cannot be processed.

ii) **Online submission:**

Call up the online complaint form at www.ledvance.de/reklamation, fill in the mandatory details and upload a copy of the invoice receipt as an attachment. Finally, click on "Send".

It is not possible to make a warranty claim by other means (e.g. by e-mail, telephone or fax).

b) WARRANTY CASES OUTSIDE GERMANY:

In the case of warranty claims in a warranty area outside Germany, the warranty claim will be processed and the warranty will be granted by **the respective locally responsible LEDVANCE** company in accordance with the provisions of these warranty conditions.

The locally responsible LEDVANCE company is the one in whose country the guarantee holder purchased the guarantee product. An overview of the LEDVANCE national companies can be found under the following link: www.ledvance.com/country-list

In the case of warranty claims outside Germany, the assertion of a warranty claim in accordance with clause 1 a) can either:

i) by **written notification** by post with sufficient postage to the respective local LEDVANCE company or

ii) via the respective online complaint form - provided that a link to an online complaint form is indicated in the list of countries at www.ledvance.com/country-list for the respective country of the warranty case.

Claims cannot be made by other means (e.g. by e-mail, telephone or fax).

1. Scope of Application, Guarantor/Guarantee Beneficiary

1.1. **LEDVANCE GmbH, Parkring 1-5, 85748 Garching near Munich,** Germany (hereinafter "**LEDVANCE**") hereby grants exclusively the guarantee specified in TABLE 1 for the guarantee products and guarantee periods specified therein.

1.2. Guarantee beneficiaries are exclusively entrepreneurs within the meaning of § 14 of the German Civil Code (BGB) who have purchased a guarantee product as per TABLE 1 after entry into force as per TABLE 2 and during the effective period of these Guarantee Conditions within the guarantee territory as per TABLE 2 (hereinafter "**Guarantee Territory**") provided that the purchase was made for commercial purposes or purposes of self-employed occupational activity (e.g. commercial use, commercial resale or commercial installation at third parties). However, one guarantee case regarding the same guarantee product can only be asserted once by one guarantee beneficiary and not several times by different guarantee beneficiaries in the sales chain.

1.3. These Guarantee Conditions shall apply exclusively and exhaustively to the guarantee set forth in TABLE 1 from entry into force of these Guarantee Conditions and within the Guarantee Territory as per TABLE 2. Any other effective guarantee claims regarding LEDVANCE products purchased before entry into force of these Guarantee Conditions or outside of the Guarantee Territory shall remain unaffected and the respective guarantee beneficiary shall continue to be entitled to assert such other guarantee claims within the respective guarantee period in accordance with the provisions of the respective applicable guarantee conditions.

2. Subject and Prerequisites of the Guarantee

2.1. Subject to the condition that the maximum burning time as per TABLE 1 has not been exceeded, LEDVANCE guarantees, in accordance with the provisions of these Guarantee Conditions, that the respective guarantee product - subject to Sec. 2.2 - is free from manufacturing and material defects within the respective guarantee period.

2.2. The guarantee shall exclusively apply to the original guarantee product delivered in the original packaging and original accessories included in the original packaging (if any). The guarantee does not include used products, exchangeable light sources (lamps) and any included batteries or accumulators (if any).

2.3. A guarantee claim shall only be valid if the guarantee product at all times has been operated within the permissible specifications according to the product data sheet and has been installed, put into operation and utilized in accordance with the installation and operating instructions.

2.4. The guarantee period commences on the date of the purchase invoice by the guarantee beneficiary.

3. Exclusions of the Guarantee Claim

Guarantee claims shall especially, without limitation, be excluded in the following cases:

a) merely negligible and insignificant damage or defects of the guarantee product which do not perceptibly impair the performance (e.g. outage of individual of several LED chips or LED arrays),

b) expiration of the normal service life of the guarantee product, as specified by the manufacturer and shown in the technical data, within the guarantee period and/or product-related usual reduction in luminous flux of the guarantee product within manufacturer specifications (especially, without limitation, specifications of the lifetime with L and/or B value, e.g. "L70/B20"),

c) product-related usual changes in light color of the guarantee product according to the state of art,

d) natural wear and tear of the guarantee product (e.g. changes due to weathering when the guarantee product is used outdoors),

e) improper or unsuitable use of the guarantee product,

f) operation of the guarantee product in inadmissible or inappropriate operating environments (e.g. excessive humidity, heat, cold or dust, corrosive environments or if an interior luminaire is inadmissibly exposed to direct outdoor sunlight),

g) damage or defects due to the exceeding of permissible temperature limits, switching cycles or voltage values or due to deficient supply network quality (e.g. voltage peaks or over-/undervoltage),

h) insofar as the guarantee beneficiary or a third party has modified, repaired or operated the guarantee product in combination with products or software of the guarantee beneficiary or a third party without LEDVANCE's prior express written consent,

i) damage or defects caused by the guarantee beneficiary or a third party or

j) unforeseeable events of force majeure outside of the sphere of influence of LEDVANCE for which LEDVANCE is not responsible (e.g. natural disasters).

4. Guarantee Benefit

4.1. The guarantee benefit shall be granted to the guarantee beneficiary within the meaning of Sec. 1.2 to the extent that

a) a manufacturing or material defect within the meaning of Sec. 2.1 has occurred within the guarantee period and the other claim prerequisites as per Sec. 2 are fulfilled,

b) there are no grounds for exclusion as per Sec. 3 and

c) the guarantee beneficiary has duly asserted the guarantee claim in accordance with TABLE 3.

4.2. The guarantee benefit consists exclusively and at LEDVANCE's sole option in

a) the provision of a replacement product free of charge in accordance with the provisions of Sec. 4.3 or

b) - only if the guarantee beneficiary is a LEDVANCE direct customer - a credit note in the amount of the purchase price to the customer account of the guarantee beneficiary.

A LEDVANCE direct customer is a customer who has purchased the guarantee product directly from LEDVANCE or a LEDVANCE Company with registered office in the Guarantee Territory (and not from a dealer or other third party).

4.3. In case of replacement delivery, LEDVANCE reserves the right to provide a different equivalent replacement product of the same kind the features, specifications and design of which may differ from the guarantee product. The replacement product will exclusively be shipped within the Guarantee Territory.

4.4. Not included in the guarantee claim and the guarantee benefit are in particular, without limitation, the following:

a) repair of the guarantee product,

b) reimbursement of the costs of returning the defective guarantee product as per TABLE 3,

c) reimbursement of installation, dismantling, transport, road, labor, planning, project management or material costs or costs of fault tracing or

d) other claims for damages or reimbursement of expenses (e.g. for transport or consequential damages or lost profit).

4.5. LEDVANCE reserves the right to examine the validity of the guarantee claim in each guarantee case.

4.6. The processing of the guarantee claim and the granting of the guarantee benefit in accordance with the provisions of these Guarantee Conditions will be carried out

- by LEDVANCE for guarantee cases in Germany and
- by the respective locally responsible LEDVANCE group company as per TABLE 3 (hereinafter "**LEDVANCE Company**") for guarantee cases in the Guarantee Territory outside of Germany.

4.7. The local responsible company is the LEDVANCE company in whose country the warranty holder purchased the warranty product. An overview of the LEDVANCE national companies can be found here: www.ledvance.de/garantie-laenderlisteAs a general rule, the guarantee beneficiary usually receives the guarantee benefit within one month after the guarantee claim has been duly asserted

4.8. The granting of the guarantee benefit does not extend or renew the original guarantee period.

5. Reservation of statutory Claims

The guarantee beneficiary's statutory claims and rights under warranty and under the German Product Liability Act (ProdHaftG) shall in no way be restricted by these Guarantee Conditions and the guarantee granted therein. These statutory claims and rights and their free assertion shall apply independently of and in parallel to these Guarantee Conditions and guarantee claims.

6. Applicable Law, Place of Jurisdiction

6.1. These Guarantee Conditions shall exclusively be governed by the law of the Federal Republic of Germany under exclusion of the UN sales law (CISG) and the provisions of international private law.

6.2. To the extent the guarantee beneficiary is a merchant, a legal entity under public law or a special fund under public law, the exclusive place of jurisdiction for any and all disputes arising from or in connection with these Guarantee Conditions shall be Munich, Germany. Mandatory statutory provisions regarding exclusive places of jurisdiction shall remain unaffected.

7. Changing of the Guarantee Conditions

LEDVANCE reserves the right to change or amend these Guarantee Conditions at any time in its sole discretion with effect for the future. In this case, any effective guarantee claims based on this present version of the Guarantee Conditions shall remain unaffected and the respective guarantee beneficiary shall continue to be entitled to assert such guarantee claims within the respective guarantee period in accordance with the provisions of this present version of the Guarantee Conditions.