

## Warranty policy for GLS and Halogen Lamps

Available only to OEM's, distributors, wholesalers, retailers and electrical contractors (i.e. persons who are acquiring the product, or holding themselves out to be acquiring the product, for the purpose of re-supply or for their own commercial use)

This document sets forth the warranty policy of Philips Lighting Australia Limited ABN 49 606 173 648 of 65 Epping Road, North Ryde, NSW 2113 Australia ("Philips"). This policy is applicable only to Philips branded GLS and Halogen Lamps ("Products") purchased by our OEM's, distributors, wholesalers, retailers or electrical contractor customers (i.e. a person acquiring the product, or holding themselves out to be acquiring the product, for the purpose of re-supply) ("Purchaser") as from 1st, February 2016 within Australia.

**This warranty policy is subject to the provisions as set forth herein and is subject to the terms and conditions as attached to this document ("Warranty Terms and Conditions").**

This warranty policy only applies if referred to in a sales agreement between Philips and the Purchaser and will replace the standard warranty clause provided in the Philips general terms and conditions of sale.

### A. Warranty period

Subject to the provisions as set forth in the Warranty Terms and Conditions and as set forth in this Warranty Policy, Purchaser receives the warranty for the applicable period, as described in table 1 hereunder.

Table 1: Overview of warranty on GLS and Halogen Lamps

| Technology | Component                        | Standard Warranty Period |
|------------|----------------------------------|--------------------------|
| Halogen    | Essential Lamps (1k hr lifetime) | 3 months                 |
|            | Standard Lamps (2k hr lifetime)  | 6 months                 |
|            | Master Lamps (>2k hr lifetime)   | 1 year                   |
| GLS        | Lamps                            | 3 months                 |

### B. Special conditions

- Warranty applies to all products installed from 1st, February 2016 onwards;
- The warranty period starts on the date of purchase from Philips (date of invoice);
- For Products sold by the Purchaser to a customer within six months of the date the Purchaser purchased the Product from Philips, the Warranty Period is extended by the period of time during which the Product was unsold (i.e. the period of time that elapsed between the date the Purchaser purchased the Product and the date the Purchaser sold the Product, which will not exceed six months);
- The warranty period is based on a burning behavior of maximum 4380 hours per year;
- Product must be used in accordance with Philips specifications and application guidelines;
- Warranty applies only when using compatible control gear/dimmers (as noted in datasheets and applications notes).
- This warranty is valid only for products sold and used in Australia. In other regions, other conditions may apply.
- The Products must have been properly installed and operated in accordance with the manufacturer's instructions and guidelines.
- Adequate records of operating history must be kept and available for inspection by Philips.



- A Philips representative must have access to the defective Products. If the Products or other parts become suspect, the representative shall have the right to invite other manufacturers' representatives to evaluate the lighting systems.
- Proof of purchase for the Products must be available for inspection by Philips.
- Labour costs for (de)-installation of the Products are not covered under this warranty.



## Warranty Terms and Conditions - Philips Lighting

### 1. Limited Warranty

- I. The limited warranty as described herein shall only apply to Philips branded lighting products ("**Product**") sold by Philips Lighting Australia Limited ("**Philips**") in Australia. This limited warranty is only applicable to the party purchasing the Products directly from Philips for the purposes of re-supply or if the person holds him/herself out as acquiring the goods for the purpose of re-supply or for their own commercial use ("**Purchaser**").
- II. Philips warrants that each Product will be free from defects in material and workmanship which cause the Product to fail to operate in accordance with the performance specifications set forth in the documentation published for or provided with the Product ("**Specifications**"). The foregoing warranty shall be valid for the period mentioned in the applicable warranty policy for your Products as referenced to in your sales agreement. The determination of whether the Product is defective shall be made by Philips in its sole discretion with consideration given to the overall performance of the Product.

### 2. Terms and Conditions

- I. Philips' limited warranty flows only to the Purchaser. If any Product covered by this limited warranty is returned by the Purchaser in accordance with Section 3 and within the applicable warranty period set forth in the warranty policy and upon examination Philips determines to its satisfaction that such Product failed to satisfy this limited warranty, Philips will, at its option, repair or replace the Product or the defective part thereof, or reimburse Purchaser for the purchase price paid for the Product. For purposes of clarity, "repair or replace the Product or the defective part thereof" does not include any removal or reinstallation activities, providing access to Products (e.g., scaffolding, lifts, etc.) and costs or expenses, including without limitation labour costs or expenses which shall be for the account of the Purchaser.
- II. If Philips chooses to replace the Product and is not able to do so because it has been discontinued or is not available, Philips may refund the purchaser or replace the product with a comparable product (that can show small deviations in design and product specification).
- III. No agent, distributor or dealer is authorized to change, modify or extend the terms of the limited warranty on behalf of Philips, in any manner.
- IV. This limited warranty only applies when the Product has been properly handled, stored, transported, wired, installed and operated within the electrical values, operating range and environmental conditions provided in the Specifications, application guidelines, IEC standards or any other document accompanying the Products.
- V. Philips will facilitate the technical resolution of problems. Third party products sold by Philips are not covered under this warranty, except as indicated in section 5.
- VI. This warranty does not apply to damage or failure to perform arising as a result of any Acts of God or from any abuse, misuse, 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).
- VII. This warranty shall be void in the event any repairs or alterations not duly authorized by Philips in writing are made to the Product by any person. The manufacturing date of the product has to be clearly readable. Philips reserves the right to make the final decision on the validity of any warranty claim. **THIS LIMITED WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT IS DESIGNED.**

### 3. Warranty Claims

- I. All warranty periods mentioned are subjected to a Philips authorized representative having access to the failed product or system for verification of non-compliance. The Purchaser shall keep adequate records of operating history of the Products and allow Philips authorized representatives to inspect such records on request. Warranty claims have to be reported to the local Philips office within 30 days after discovery, specifying at least the following information (additional info may be required on request):



- Name and type number of Products failed; for System warranties, other components used are also specified
  - Proof of purchase, installation date and invoice date
  - Detailed problem description, number and % of failures and manufacturing date-code of failure
  - Application, hours burned and switching cycles
- II. If requested by Philips, the defective Product shall be returned to the local Philips office within 30 days of such request.
  - III. Where a warranty claim is justified, Philips will pay for freight expenses. Philips may charge Customer for returned Products that are not found to be defective or non-conforming together with the freight, testing and handling costs associated therewith.
  - IV. If requested by Philips, the non-conforming or defective Products shall become Philips' property as soon as they have been replaced.

#### **4. No implied or other warranties:**

- I. To the fullest extent permitted by law, the warranty and remedies contained in the terms of the limited warranty are the only warranties given by Philips to the Purchaser with respect to the Products and are given in lieu of all other warranties, whether express or implied, including without limitation warranties of acceptable quality or fitness for a particular purpose, which warranties are hereby disclaimed.
- II. To the maximum extent permitted by law these terms and conditions state Philips' entire liability and obligation to the Purchaser and the Purchaser's sole and exclusive remedy in connection with defective or non-conforming Products supplied by Philips to the Purchaser, whether or not such damages are based on any tort, contract or any other legal theory, even if Philips has been advised or is aware of such defects. Nothing contained herein limits the rights a consumer may have in respect of any consumer guarantees that cannot be excluded and that may apply to the Products pursuant to Australian Consumer Law.

#### **5. Limitations and conditions**

- I. This is a limited warranty and excludes, but not limited to, installation, providing access to products (scaffolding, lifts, etc.), and special, incidental and consequential damages (such as loss of revenue/profits, damage to property or other extended costs not previously mentioned), and is further defined by the limitations and conditions set forth in the respective warranty policy and these terms and conditions.
- II. Philips cannot be held liable for electrical supply conditions, including supply spikes, over-voltage/under-voltage and Ripple Current control systems that are beyond the specified limits of the products and those defined by relevant supply standards. In absence of a published standard, the EN50160 shall apply.
- III. With respect to products sold to the Purchaser by Philips but not bearing the Philips name or sub-brands, Philips makes no warranty of any kind, express or implied, including, without limitation, any warranty of acceptable quality or fitness for a particular purpose, but will make available to the Purchaser upon request but only to the extent permitted by law and relevant contracts, the warranties of the manufacturer of the relevant product.

This limited warranty is in consideration of and is subject to the conditions set forth herein and is effective for purchases of Product on or after the effective date set forth. Philips reserves the right to modify this limited warranty from time to time and any modifications shall be effective for all orders placed on or after the effective date of such revised warranty.

