

GENERAL WARRANTY CONDITIONS OF DERUNGS LICHT AG

Last updated: 01.07.2026

1. Warranty

- The warrantor is

Derungs Licht AG
Hofmattstrasse 12
9200 Gossau
Switzerland
(hereinafter referred to as "DLAG")

For the products listed in these General Warranty Conditions, DLAG provides the original purchaser with a manufacturer's warranty on the basis of these General Warranty Conditions.

- The warranty applies to customers who have purchased the products listed in these conditions from DLAG or a dealer and put them into operation for the first time (hereinafter referred to as the "original purchaser"). The warranty does not apply to customers with whom an individual agreement on the granting of a warranty exists with DLAG.
- DLAG grants the original purchaser a durability warranty which also covers the wear parts, namely lamps and drivers.
- With this warranty, DLAG grants the original purchaser additional rights that exist in addition to any contractual and statutory rights in respect of defects. The statutory rights in respect of defects are not restricted by this warranty. However, the original purchaser's rights in respect of defects are excluded if and to the extent that DLAG already provides services under this warranty.

2. Warranty case, warranty period and extension of the warranty

- A warranty case exists if a defect due to a material or manufacturing fault occurs in the products covered by this warranty during the warranty period. A warranty case does not exist if the defect is due to improper use or to natural wear and tear.
- The warranty is subject to the condition that:
 - during installation, commissioning, operation, maintenance and repair of the products, the requirements, notes, guidelines and conditions in the technical notes, assembly, operating and user instructions and other documents (e.g. data sheets, rating plates or product label) of the individual products or components have been complied with,
 - the product or component has not been modified or supplemented without the written consent of DLAG,
 - the defects are significant to the value and fitness for use of the products or components,
 - the limit values specified in the product/component specifications or applicable standards (e.g. ambient temperature, voltage, current, etc.) have not been exceeded,
 - the products or components have been exposed only to the intended mechanical or chemical loads,
 - the defects were not caused by chemical, electronic, physical or weather-related influences that arise in the case of use other than as intended,
 - only original DLAG spare parts or spare parts approved by DLAG have been installed,
 - maintenance and repair work has been carried out exclusively in accordance with DLAG's requirements, and
 - the product has been inspected annually in accordance with DLAG's requirements.
- The warranty period is two years for mechanical components and five years for electronic components from the day of delivery to the original purchaser. The original purchaser must prove the date of delivery by means of the delivery note. DLAG is entitled to determine the start of the warranty period on the basis of the date of manufacture.
- Warranty services neither extend nor renew the warranty period.

3. Exclusion of the warranty

- The following are excluded from the warranty, unless otherwise specified in the individual case in accordance with the product specification:
 - reductions in luminous flux of up to 0.6% / 1000 operating hours,
 - colour tolerances in the light colour of LED modules and LED control gear at commissioning and during the service life,
 - plastic parts that discolour or become brittle due to natural ageing processes.
- In addition, DLAG provides no warranty for material on which changes or repairs have been made by the purchaser or by third parties, or for which the supplier's operating

instructions have not been observed.

4. Claims in a warranty case

- In a warranty case, DLAG provides warranty services to the original purchaser at its own discretion by means of free repair, replacement delivery or reduction of the purchase price. No further warranty claims shall exist.
- In the case of a reduction of the purchase price, the purchase price shall be reduced in the same proportion as the value of the item in a defect-free condition bears to the actual value of the item.
- The warranty claims do not cover the costs of removal, installation, transport and travel, nor storage and transport risks.
- DLAG reserves the right, in a warranty case, to supply a comparable, equivalent product or a comparable, equivalent component if the originally supplied product or the originally supplied component is no longer available. In particular, in the case of subsequent deliveries of LED products and the replacement of LED modules, deviations in the light characteristics (e.g. luminous flux, light colour) and changes in performance compared with the originally supplied products may occur, since the state of the art may have changed by the time of the warranty case as a result of technical progress.
- Replaced or returned products or components shall become the property of DLAG.
- Any further warranty or compensation for damages is excluded. Costs for the dismantling and reassembly of luminaires or their components will not be assumed.

5. Assertion of the warranty

- The warranty requires that the original purchaser inspect the delivered products immediately upon receipt and notify DLAG in writing of any apparent defects without delay, at the latest within 8 days of receipt of the products, and of any hidden defects without delay, at the latest within two weeks of their discovery.
- Warranty claims must be asserted with DLAG using the service form provided for this purpose: <https://www.derungs.swiss/de/kontakt/reparatur-ersatzteile-retouren.html>

6. Returns

- Return shipments can only be accepted by prior arrangement with DLAG.
- In this case, the goods must be returned DAP Gossau (Incoterms 2000).
- Material that has already been invoiced, including material originally purchased as a sample, will be credited at no more than 90% of the net value of the goods, or less a deduction of at least CHF 20.- for the handling costs incurred. In addition, packaging and shipping costs will be deducted.
- Any missing original packaging, mounting material and small accessories, as well as any refurbishment costs that may arise, will be deducted from the credit at our cost price.
- Custom-made or special-order items, as well as standard models modified at the customer's request, and also incandescent and discharge lamps, cannot be returned.
- Wall rails can only be returned in standard lengths.

7. Code of Obligations

- Insofar as these terms of sale and delivery contain no special provisions, the provisions of the Swiss Code of Obligations shall apply.

8. Place of performance and place of jurisdiction

- The place of performance and place of jurisdiction is 9200 Gossau, Switzerland.