

Arc LED Limited – Warranty Terms & Conditions

Warranty Overview

At Arc LED Limited, we are committed to supplying high-quality lighting products built to perform reliably when installed and used correctly.

This Warranty explains what is covered, the conditions that must be met, and how to make a claim.

This Warranty is provided in addition to your statutory rights under the Consumer Rights Act 2015 and any other applicable UK legislation. Nothing in these terms limits or excludes any rights that cannot legally be excluded.

What This Warranty Covers

This Warranty applies to defects in **materials** or **workmanship** under normal use and correct installation conditions.

Depending on the issue, Arc LED may, at its sole discretion: - repair the product; - replace the product; or - issue a credit or refund up to the value of the product.

Warranty Period

- Warranty periods vary by product.
- Please refer to the relevant **product datasheet** or the **Arc LED website** for the applicable warranty period.
- The warranty period starts from the **original date of purchase** shown on the invoice.

Replacement Products

If a product is replaced under warranty, the replacement does **not** receive a new warranty term. The original purchase date continues to apply.

Warranty Conditions

To remain eligible for warranty cover, the following conditions must be met.

Installation Requirements

- LED strips must be installed onto a suitable **heatsink** or **aluminium profile** to ensure adequate heat dissipation.

For **external installations**: - LED strips must be **IP67 rated or higher**. - In-ground neon flex installations must be **injection moulded** to qualify for the **3-year external warranty**. - Installations must include **waterproof profiles** and suitable **drainage** to prevent water ingress.

Maximum Run Lengths

Maximum run lengths are stated on the **Arc LED website** and in the relevant **product datasheets**.

Exceeding the stated maximum run length will void the Warranty.

Testing & Handling

- All LED strips must be tested **before installation**.
- Testing must take place **before** any adhesive backing is removed or the strip is fixed in position.
- LED strips must **not** be powered while still on the reel, as this may cause overheating and product failure.

What Is Not Covered

This Warranty does not apply in the following circumstances:

Bespoke & Non-Returnable Items

- Bespoke products are non-returnable.
- Any strip length **under 10 metres** is classed as bespoke.

Customer-Sealed IP Products

Any IP-rated strip that has been soldered or sealed by the customer is excluded from warranty cover.

To qualify for warranty, sealing and soldering must be carried out by **Arc LED**.

Excluded Damage or Failure

The Warranty does not cover damage or failure caused by: - incorrect installation, handling, or maintenance; - use outside specified product ratings, including **voltage, IP rating, or run length**; - unauthorised modifications or alterations; - environmental damage, including water ingress caused by incorrect installation, chemical exposure, or corrosion; - fair wear and tear.

Measurement Tolerance

A tolerance of up to **±20mm** in strip length is considered acceptable and does not constitute a defect.

Costs & Liability

Costs Not Covered

This Warranty covers the **product only**.

It does not cover any associated costs, including: - installation or removal; - labour; - travel; - equipment hire; - contractor or tradesperson charges.

Customer Responsibility

Customers are responsible for: - checking all dimensions, specifications, and order details before confirming an order; - ensuring products are suitable for the intended application.

Arc LED is not responsible for customer measurement errors.

Limitation of Liability

Arc LED's total liability under this Warranty is limited to the **purchase price of the product(s)**.

Arc LED shall not be liable for any indirect, incidental, or consequential losses, including loss of profit, loss of revenue, or business interruption.

How To Make a Warranty Claim

Step 1: Report the Issue

Any suspected product issue must be reported to Arc LED **within 48 hours of delivery**.

Step 2: Send the Required Information

All warranty claims must be submitted **in writing** to Arc LED Customer Service and include: - proof of purchase, including invoice number and date; - a clear description of the fault; - installation details, including location and method of installation.

Step 3: Provide Supporting Evidence

Arc LED may request: - return of the product for inspection and testing; and/or - photographic evidence of the installation **in situ**.

Step 4: Advanced Replacements

If a replacement is required before the faulty item is returned, the customer will be charged for the replacement item in advance.

Once the returned item has been inspected and the claim confirmed as valid, Arc LED may issue a refund or credit as appropriate.

Your Statutory Rights

This Warranty does not affect your statutory rights under UK law.

Consumers may have additional rights under the **Consumer Rights Act 2015**, including rights to repair, replacement, or refund where goods are faulty.

Governing Law

These Warranty Terms are governed by and construed in accordance with the laws of **England and Wales**.

Any disputes arising in connection with this Warranty shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Company Details

Arc LED Limited

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United Kingdom

Company Registration Number: 13047874
