

3 year warranty for LED lamps

Valid for all Hera LED lamps and LED transformers purchased as of 01.07.2011.

In addition to the implied warranty, Hera provides a three year warranty from the date of purchase on all Hera LED lamps and LED transformers, if these are used solely together with other Hera products in a system.

If a Hera LED lamp or Hera transformer malfunctions within the three-year warranty period starting from the date of purchase and this happens as a result of a confirmed product defect, the customer will receive a free replacement or the lamp will be repaired free-of-charge. If the product is out of stock, Hera reserves the right to reimburse the purchase price. A decline in luminous flux from everyday use is normal for LED products (up to 30% of the rated lamp life) and does not imply any defects and is therefore not included in the warranty.

The warranty is only valid if the lamps are installed and operated in accordance with applicable IEC regulations, as well as the conditions specified in the assembly instructions and the lamps have not been subjected to mechanical stress or extreme ambient conditions (humidity, temperature).

Due to technical progress and changes in luminous flux due to wear and tear, there may be differences in the lighting properties of subsequent deliveries of LED lamps compared to the original products.

The warranty does not apply if the products have undergone modifications or repairs or the goods have been installed incorrectly or by unqualified persons.

The warranty does not apply to additional costs incurred as a result of the defect being corrected (e.g. installation and removal, transport of the defective and repaired or new product, disposal, journey and travelling time). These expenses must be paid by the purchaser.

Hera assumes no liability in addition to this warranty. However, all warranty claims on the part of the purchaser apart from this manufacturer's guarantee remain unchanged.

You can view our general terms and conditions at http://www.hera-online.de/de/ueber-hera/agb.html