



ENGLISH

PRODUCER RESPONSIBILITY

Luxor S.p.A. is responsible of the product only correctly installed and maintained. No liability is accepted in the event of unsuitable installation or failure to comply with the instructions in the catalogue or in our website www.luxor.it.

The communication of any visible qualitative non-conformity (non-functional defects that can be verified during the visual inspection) must be made within a maximum of 3 months from purchase.

The customer must agree with Luxor's Quality Office whether to return the material and, if so, the mode of transport (carrier and reason).

Returns of goods will not be accepted without written approval from Luxor's Quality Office, in the event of unauthorized returns, the material will be rejected.

In case of damage caused by a luxor product the customer must:

- Immediately inform Luxor and provide:
 - Item code
 - Purchase date and installation date
 - Installation images (if possible)
 - Refund documentation (if necessary)
- Agree with Luxor the return of the item that caused the damage for analysis (the returned item must be intact, in case of tampering, even in the face of a voluntary analysis by the customer, will void any liability and the complaint will be rejected)
- No claim will be accepted after 60 days from the damage or without the possibility to have an on-site inspection (if necessary)

Luxor products are covered by a product warranty according to the terms of the law (2 years) + 3 years of additional warranty, the extension of the warranty must be agreed during offer process and feasibility analysis.

LUXOR S.P.A.