



Limited Warranty

VICE strives to design and manufacture quality-centric products and systems that contain exclusively components and parts of the highest quality. Products are tested thoroughly throughout the manufacturing process in order to exceed rigorous performance standards as per international regulations and norms.

As such, VICE warrants that, for 3 years from invoice date, and as per our terms and conditions, each product will be guaranteed from any continuous fault originating from significant material or manufacturing defect and that the product or system failed to operate in accordance with its performance specifications as they were communicated at the time of purchase. It is proven that the operating of products for a number of hours will result in a minor decrease in luminous flux as well as a minor change of LED color temperature, thus it is not covered by the present warranty which exclusively covers product failures that were caused by proven defects in material, design or production.

This warranty will not apply (1) should the product be installed improperly or not in agreement with the installation instructions provided in the products packaging and datasheet or in direct contradiction with agreed electrical standards as per local electrical codes and general European/north American electrical standards (2) should the product not be maintained as per the maintenance requirements (3) should the product be misused or abused, intentionally or not, in an environment or operating range, or subjected to electrical values, in excess of those specified in the performance specifications (4) should the product be altered or repaired or used other than as a stand-alone product without the written approval of VICE or its authorized representatives (5) should the product be damaged in transit or handling (6) or by damages due to a force majeure.

This warranty extends only to the Customer who places directly the order with VICE or its authorized representatives. Any malfunction mentioned above included in the warranty scope should be notified in writing to VICE not later than 3 weeks from detection of the malfunction with a proof of purchase and detailed documentation on the defect. In order to benefit from this warranty, the Customer must return the product that he considers to be defective, provided that his determination abides by this warranty's terms and exclusions, within 3 weeks of the occurrence

of malfunction. In no case VICE could be charged for the shipping cost of the defective materials.

VICE will undergo proper testing and expertise in order to determine the actual reason for malfunction whereby it would decide if such defect falls under the warranty that it provides, in such case VICE's obligation is limited to the repair, when possible or replacement when necessary, of the product or only the defective part thereof. In such case it will not lead to a warranty extension, as any new product or part provided will be covered by warranty until the end of the original period. Should the product be discontinued or no longer be available, its replacement shall be a reasonably comparable product as determined by VICE.

VICE's obligation will not include other costs or expenses including the removal or re-installation of the part, component or product covered by this warranty or the shipment of the products, as it shall be covered by the Customer.

Limitation of Liability

VICE shall not be subject to any liability exceeding this warranty and shall not cover any indirect, special or consequential damage, or for any financial loss (the loss of profit, interest, damage to goodwill, or any other damage of whatever nature), whereby the liability of VICE shall be the equivalent of the price of the defective product that is judged to be covered by the warranty.

This Warranty is not assignable or transferable in any way and will only apply to the original Customer.

If any part or parts of this warranty shall be held unenforceable for any reason, the remainder of this Agreement shall continue in full force and effect. If any provision of this Warranty is deemed invalid or unenforceable by any court of competent jurisdiction, and if limiting such provision would make the provision valid, then such provision shall be deemed to be construed as so limited.

The present warranty is ruled by the Lebanese laws and regulations and any dispute shall exclusively take place before the courts of Beirut. This Warranty will not be ruled by UN Convention on Contracts for the International Sale of Goods.

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