



## ***Aurora Lighting 10 Year 100,000 Hour Extended Warranty Scheme Terms and Conditions***

The below listed **AU-FRLXXX** and **AU-FRLDXXX** range of products are guaranteed by Aurora Ltd for a period of 12 months from the date of purchase.

Aurora Ltd offers an extended 10 Year 100,000 hour Warranty on this range of products. This 10 Year 100,000 hour Extended Warranty reflects the confidence that Aurora places in the quality of these ground breaking products.

The Aurora Lighting 10 year 100,000 hour Extended Warranty applies to the relevant products purchased on or after 1 June 2013. The period of warranty commences on the date of purchase and is limited to 10 years or 100,000 hours (whichever comes first).

During the period of the Aurora Lighting 10 Year 100,000 hour Extended Warranty, Aurora undertakes to repair or replace free of charge either the whole or any part of the product that Aurora deems to be defective as a result of a material or manufacturing fault.

### **In order to obtain this 10 Year 100,000 hour Extended Warranty you must:**

- Complete all parts of the attached Registration form and return to Extended Warranty Administration, Aurora Ltd, 16 Alban Park, Hatfield Road, St Albans, Hertfordshire, AL4 0JJ, United Kingdom
- Comply with the Terms and Conditions of the Aurora Lighting 10 Year 100,000 hour Extended Warranty Scheme.

### **The 10 Year 100,000 hour Extended Warranty is only valid if:**

- The Date of Purchase is confirmed by an official receipt issued at the time of purchase. Aurora Ltd is promptly informed of the defect
- The product has not been altered or modified in any way
- The product has been installed by a qualified electrician in accordance with the instructions provided
- The product has been used in accordance with the instructions provided (i.e. not subjected to incorrect operation, misuse or connection to an unsuitable power supply)

### **Making a Claim:**

- Return the complete product to the wholesaler from whom the product was originally purchased in the original packaging if possible together with your original purchase receipt.
- In the event that you need any assistance or have any questions, please either write to the above address, or send an email to [info@auroralighting.com](mailto:info@auroralighting.com) or else call the Customer Services team on +44 (0)1727 836611

**Note that:**

- The rights and benefits under the Aurora standard 12 month guarantee and the Aurora Lighting 10 Year 100,000 hour Extended Warranty are in addition to the specific rights to your country of purchase.
- No rights are given under the Aurora Lighting 10 Year 100,000 hour Extended Warranty Scheme to any person acquiring a product second hand.
- If you do not have proof of date of purchase then Aurora Lighting Ltd will not be liable for any repair / replacement costs incurred unless the products are covered by the 12 month guarantee.
- The Aurora Lighting 10 Year 100,000 hour Extended Warranty excludes any damage to or resulting from glass.
- Carriage and return carriage charges are the responsibility of the customer and are not covered by the Aurora Lighting 10 Year 100,000 hour Extended Warranty Scheme.
- The warranty period is for 10 years or 100,000 hours (whichever comes first) and commences on the date of purchase.
- If the defective product has been discontinued or is no longer available, Aurora Lighting Ltd will provide an alternative of similar specification and quality. Aurora Lighting Ltd is not responsible for any miss-matches with other installed products.
- Any repaired or replaced product will be covered under the Aurora 10 Year 100,000 hour Extended Warranty Scheme on the same terms as the original for the balance of the Extended Warranty on the original product
- This warranty is only available for the following product codes:
  - **M10 Range**
    - **AU-FRL801**
    - AU-FRLD811**



## Aurora 10 Year 100,000 hour Extended Warranty Scheme Form

Please complete all parts of this form and send to: Extended Warranty Administration, Aurora Ltd,  
16 Alban Park, Hatfield Road, St Albans, Hertfordshire, AL4 0JJ, United Kingdom

Retain proof of date and place of purchase. This will be required should you need to claim under the  
Aurora 10 year Extended Warranty Scheme.

### *Customer Details*

<b>Full Name:</b>	
<b>Address:</b>	
<b>Town:</b>	
<b>County:</b>	
<b>Postcode:</b>	<b>Email:</b>

### *Product Details*

<b>Name / Product Code:</b>
<b>Brochure Name / Page (if known):</b>
<b>Colour:</b>
<b>Date Purchased:</b>
<b>Number Purchased:</b>
<b>Power Supply Used:</b>

### *Purchased From*

<b>Wholesaler:</b>
<b>Address:</b>
<b>Town:</b>
<b>County:</b>
<b>Post Code:</b>

### *Installed By*

<b>Name:</b>
<b>Address:</b>
<b>Town:</b>



<b>County:</b>
<b>Postcode:</b>

***Installation***

<b>Date Installed:</b>
<b>Brief Description:</b>

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