

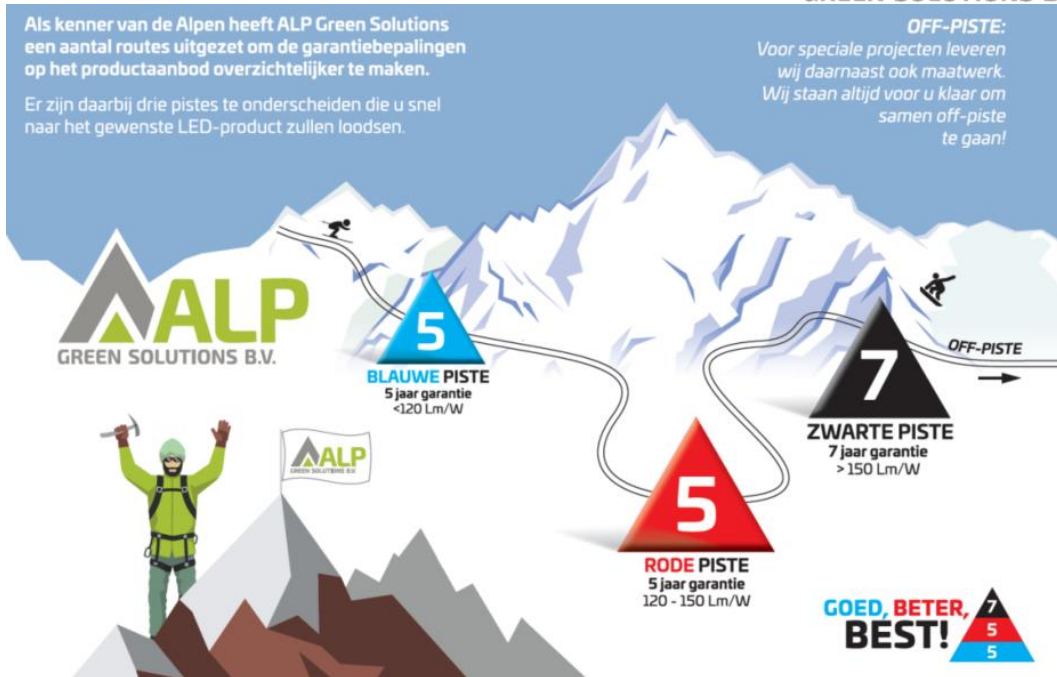
## Attachment 1. Warranty Terms Alp Green Solutions B.V.

### Definitions

Product	: The goods, element, or device covered by the warranty regime.
Defect	: A change from a usable state to a non-usable state.
Fault	: A condition of unusability or defect in a product.
DOA	: The condition in which the product exhibits a defect immediately upon use.
Operating Temperature	: The ambient temperature measured 10 cm from the product during use.
Manual	: User manual for the placement and application of the product.

### Warranty Terms:

1. Alp Green Solutions B.V., hereinafter referred to as "ALP," guarantees the proper functioning of the product under the conditions mentioned below.
2. The warranty period for the product begins from the date stated on the invoice.
3. Installation or placement of the product must be carried out by qualified installer(s) and in accordance with the applicable "manual" or usage and installation instructions.
4. Defects or faults must be reported promptly, but always within 3 days of discovery, via email to [sales@alpgreensolutions.nl](mailto:sales@alpgreensolutions.nl). The following information must be provided in the report:
  - a. Order number, packing slip number, or invoice number;
  - b. Delivery date
  - c. BS number of the product (sticker on/in the product);
  - d. Nature of the defect or fault;Afterward, you will receive a confirmation of receipt of your defect or fault from ALP, along with an RMA dossier containing further instructions.
5. The warranty covers the replacement or repair of the product in our warehouse in Breda.
  - a. The return of the product to ALP is at the expense of the Customer;
  - b. The shipment to the Customer is at the expense of ALP;
  - c. In case a replacement product is offered in advance, it will be credited upon receipt of the defective unit. The defective unit must be returned to ALP no later than 1 week after receiving the replacement product.
6. The warranty only covers the repair or replacement of the product. Costs for installation, equipment (such as aerial work platforms), (installation) hours, travel hours, etc., are explicitly rejected by ALP and will not be reimbursed.
7. If the product is no longer available, ALP is entitled to replace or repair the defect or fault with a comparable product at ALP's discretion.
8. The Customer indemnifies ALP against any claims from third parties for damages resulting from a defect or fault in one or more products, both within and outside the warranty.
9. Current warranty periods:



10. Exclusions and warranty limitations:\*\*

a. Incorrect use or installation

Incorrect installation: If the products are not installed according to instructions, for example without appropriate drivers, the warranty may be voided.

Use outside specifications: Using the lighting outside the specified environment (such as excessive temperatures, humidity, or incorrect voltage) may result in the warranty being voided.

b. Use of non-approved accessories

The use of non-approved dimmers, fixtures, or other accessories can negatively affect product performance and void the warranty.

c. Insufficient or incorrect maintenance

No or improper maintenance: For example, the presence of dust or dirt accumulation that reduces heat dissipation or negatively affects performance can shorten the life of the lighting and void the warranty.

d. Damage from external factors

Mechanical damage: Damage from impacts, falls, or other physical damage is not covered under warranty.

Damage from moisture or water: If the lighting is not mounted waterproof and is still exposed to moisture or rain, this can result in the warranty being voided.

e. Overvoltage or power fluctuations

Electrical surges: Damage caused by power surges or fluctuations beyond the specified tolerances of the lighting, such as lightning strikes or poor electrical installation, may void the warranty.

f. Unauthorized repairs or modifications

Unauthorized modifications: If repairs or modifications are made by someone not recognized by the manufacturer, the warranty is void.



g. Improper use of the warranty period

Excessive use: If the lighting is used more than the prescribed number of hours per day, for example, in commercial applications where the lighting is on 24/7 without being allowed under the warranty conditions, this may invalidate the warranty.

For the current warranty periods of our products or if you wish to discuss this matter, you can contact Alp Green Solutions by phone at +31 (0)85-2465770 or send an email to [sales@alpgreensolutions.nl](mailto:sales@alpgreensolutions.nl).