

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. 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. Conditions that affect the operation of the product and, therefore, the warranty period:
 - a. Operating temperature in relation to the warranty period:
 - 25°C to -40°C > 5 years warranty;
 - 25°C to -60°C > 3 years warranty;

- b. The relative humidity must not be exceeded (5% to a maximum of 85%, non-condensing). Warranty is void if condensation occurs.
- c. Natural influences such as lightning strikes or induction void the warranty.
- d. External influences, including harmonic pollution, very poor power factor in general, or influences not mentioned, do not arise in the luminaires.

For the current warranty period of our articles, please contact ALP Green Solutions or send an email to sales@alpgreensolutions.nl.