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Thank you for selecting BEM Ltd products we look forward to doing business with you now and in the future. BEM Ltd products are carefully selected to meet the commercial lighting demands of your industry. All our products are built to high specification and attention to detail.

We are committed to bringing you products which deliver value, save energy, reduce your costs and are of the highest quality. We are just as committed to standing behind our products with a comprehensive warranty and prompt responsive service. Terms and conditions of our warranties are set out below.

### **The BEM Ltd 5 year Limited Warranty.**

## **YOUR WARRANTY**

This limited warranty is extended to all end users of BEM Ltd Products where products are used in accordance with specification and instructions. Your BEM Ltd product is warranted to be free from defects in manufacturing, materials and workmanship. If such a defect appears during the term of this warranty, BEM Ltd will, at its option (1) repair the defective product, (2) replace the defective materials or (3) refund your purchase price. If replacement is elected, BEM Ltd will not be responsible for installation or refinishing of replacement parts. This limited warranty is valid for the five (5) years from the date your BEM Ltd product was originally purchased and is subject to the further conditions and exclusions set forth below. The warranty of replacement products (including upgrades thereto) furnished pursuant to this warranty will be limited to the remainder of the warranty period of the original product.

**YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHAT SO EVER SHALL BE AS SPECIFIED ABOVE. WE SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY BEM Ltd AND SUPERSEDES ANY PRIOR, CONTRARY, ADDITIONAL, OR SUBSEQUENT REPRESENTATIONS, WHETHER ORAL OR WRITTEN. BEM Ltd DISCLAIMS AND EXCLUDES TO THE GREATEST EXTENT ALLOWED BY LAW ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTY OF MERCHANT ABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY IMPLIED WARRANTIES OTHERWISE ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE. NO PERSON (INCLUDING ANY EMPLOYEE, AGENT, DEALER, OR REPRESENTATIVE) IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING THIS PRODUCT, EXCEPT TO REFER YOU TO THIS LIMITED WARRANTY. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE BUT ONLY A WARRANTY TO REPAIR/REPLACE OR REFUND.**

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**IF YOU HAVE A WARRANTY CLAIM.**

Your local BEM Ltd distributors, dealers or representatives are equipped to handle your warranty claim in a timely and efficient manner because they are located near you and are familiar with your purchase and/or project, your local BEM Ltd dealer, distributor or representative can best expedite a response to your claim. If you have a warranty claim with your BEM Ltd product, call the dealer or distributor from whom the products were purchased. If you do not know the name of the dealer or distributor, or if you feel that the timeliness of the response was not adequate, please contact BEM Ltd directly to initiate the service request resolution. You may contact BEM Ltd by emailing 'info@bem-ltd.com' or visit us at our website at [www.BEM-Ltd.com](http://www.BEM-Ltd.com) and select "Contact Us" on the home page. You will receive a response from BEM Ltd within 48 hours of submitting your request. When contacting your distributor, dealer, or BEM Ltd, having the following information available at the time of your contact would be helpful:

1. Date product was purchased.
2. Dealer, distributor or representative from whom the product was purchased.
3. Description of the product.
4. Specific definition of the problem or situation.
5. Your name, address and telephone number and/or email address.

If written correspondence is more convenient for you, please send the above information to:

**Better Energy Management Ltd**  
**Unit 4**  
**Enterprise Centre,**  
**Banagher**  
**Co Offaly**