

# Standard warranty HPS fixtures

## Terms and conditions

This Limited Standard Warranty (in some cases also referred to as "Warranty Policy") specifies the limited terms and conditions on warranty for the sale by Signify of the Horticulture HPS Products listed below in Table 1 (for the purpose of this Limited Warranty all referred to as "Products"). Only the original purchaser that has purchased Products directly from Signify ("Customer") can derive any rights from this Limited Warranty. "Signify" means the legal entity selling the Products directly to Customer. Warranty rights expire when used products are sold, traded or exchanged and relocated by Customer without prior written approval of the transaction by Signify and recognition by Signify that the warranty rights transfer to successor purchaser.

This Standard Warranty must be read together with Terms and Conditions for Sale of Products and Services of Signify currently in force, or such other terms as agreed to in a legally enforceable agreement executed between Signify and Customer, including separate supply, distribution or sales contracts ("Terms and Conditions"). Unless otherwise specified herein, any term or expression defined or used in Terms and Conditions and relating to this Standard Warranty shall have (in the interpretation of Terms and Conditions) the same meanings as used herein. In all other respects, Terms and Conditions remain unchanged and are in full force and effect. In the event of conflict between this Standard Warranty and Terms and Conditions in relation to the Products, this Standard Warranty will prevail.

1. Subject to the Terms and Conditions and this Standard Warranty (including exclusions, limitations and conditions stated therein), Signify warrants to Customer that Products will be free from Defects for the Standard warranty period(s) specified below in Table 1 ("Warranty Period"). For the purpose of this Standard Warranty, a "Defect" (or "Defective Product") means that a Product has a defect in material or workmanship which causes the Product to fail to operate in accordance with the specifications provided by Signify, with consideration given to the overall performance of the Product.

### Warranty for HPS products Warranty period

Description of Product	Type	Warranty period*
Fixture	Fixture	1 years
Lamp	Lamp	4,5 years or 10,000 hrs*
Driver	Driver	3,5 years

\* Which ever occurs first.

2. The Warranty period (Table 1) starts on the day of the production date as indicated on the fixture/ lamp/ driver label.
3. Signify will have no obligations under this Standard Warranty if Customer is in breach of Customer's payment obligations under Terms and Conditions.
4. In order to be entitled to make a valid claim under warranty, Customer shall promptly notify Signify in writing of any alleged Defective Product prior to expiration of the Warranty Period for such Product. Further, the obligations of Signify under this Standard Warranty are subject to the following conditions:
  - 4.1. Customer shall keep proof of purchase for the Product available for inspection;
  - 4.2. Customer shall make claims under this Standard Warranty to Signify promptly and not later than thirty (30) days after discovery, and make available to Signify (or representatives) adequate records of operating history for the Product, at minimum the following information:
    - 4.2.1. name and/or type number of the Product;
    - 4.2.2. details of the (alleged) Defect, including the number and percentage of failures, and date code of failure, as applicable;
    - 4.2.3. the invoice date and, if performed by Signify, the installation date of the Product; and
    - 4.2.4. details of application, location, actual burning hours and number of switching cycles.
  - 4.3. Customer shall give a Signify representative on-site access to the Product for which Customer invokes this Standard Warranty, and, on request, send any alleged Defective Product to Signify for analysis. Customer has to identify individual returns with the reference number provided by Signify.

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- 4.4. Customer shall obtain consent from Signify on the specifications of any tests it plans to conduct to determine whether a Defect exists.
- 4.5. Any lawsuit relative to any claims under warranty must be filed within one (1) year of the date of the notification of the claim.
5. The obligations of Signify under warranty will be Standard, at the option of Signify, to within a reasonable time, either repair or provide replacement product for the Defective Product, or to an appropriate credit for the purchase price thereof. Repairs, replacements or remedies will not extend or renew the applicable Warranty Period. Signify is entitled at its option to replace the Defective Product(s) covered by warranty with a product that has minor deviations in design and/or specifications which do not affect the functionality of the Product. Signify may charge Customer for the reasonable costs incurred by Signify in relation to an alleged Defect or returned Product(s) that are found not to be a Defect, including for reasonable freight, testing and handling costs.
6. (De)mounting, (de)installation, removal and replacement of Products, structures or other parts of Customer's facility, decontamination, and re-installation of (Defect) Products are not covered by the warranty provided hereunder. Customer will be responsible and shall bear the costs for these activities, including costs of access for remedial warranty efforts by Signify.
7. Signify will have no obligations under this Standard Warranty if the alleged Defect is found to have occurred as a result of any of the following:
  - 7.1. Any Force Majeure events. "Force Majeure" means any circumstances or occurrences beyond the reasonable control of Signify, whether or not foreseeable at the time of concluding the agreement for the sale of the Products, as a result of which Signify cannot reasonably perform or execute its obligations, including, without limitation, acts of God, natural catastrophes including earthquake, lightning, hurricane, typhoon, flooding or volcanic activities or extreme weather conditions, strikes, lockouts, war, terrorism, political situation, civil unrest, riots, sabotage, vandalism, industry-wide shortages, breakdown of plant or machinery, fault or loss of electricity supply, cyber-attacks and hacking or non-performance by suppliers of Signify or by other third parties on which services rely (including connectivity and communication services);
  - 7.2. Electrical supply conditions, including supply spikes, over-voltage/under-voltage and ripple current control systems that are beyond the specified limits of the Products and those set or defined by relevant supply standards for the Product;
  - 7.3. Improper wiring, installation, change of settings or maintenance of Products or any other electrical components such as drivers not performed by (or for) Signify;
  - 7.4. Failure to adhere to installation, operating (such as specific tolerance on flux and system power), application, maintenance, or environmental instructions or guidelines prescribed by Signify or any other documents accompanying the Products, or applicable safety, industry and/or electrical standards or codes;
  - 7.5. Failure to use the Products for the purposes for which these have been designed;
  - 7.6. Being subject to corrosive environments, excessive wear and tear, neglect, carelessness, accident, abuse, misuse, improper or abnormal use of the Products;
  - 7.7. Any attempt at repair, alteration or modification not authorized by Signify in writing.
8. Customer acknowledges that the purchase price for the Product(s) is based on and reflects a proper allocation of risks and obligations of the parties related to warranty:
9. This Standard Warranty, read together with the provisions on warranty in the Terms and Conditions, constitutes the entire agreement regarding warranty for any Defective Products and supersedes all prior statements or communications (oral and written) to Customer regarding the Products. To the fullest extent permitted by law, the warranties contained herein are the only warranties given by Signify with respect to the Products and are given in lieu of all other warranties, whether express or implied, including without limitation warranties of merchantability or fitness for a particular purpose which warranties Signify expressly disclaims. Customer shall not rely on any other information, from Signify or other sources, or generally known (industry) facts, regarding the Products or their performance and/or lifetime. The sole and exclusive remedy for Customer in connection with any Defect will only be as explicitly stated in this Standard Warranty.

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10. Signify may modify this Standard Warranty from time to time, and any modifications will be effective for all orders placed on or after the effective date of such modification(s)..
11. Crop protection products, cleaning agents and/or other chemicals (e.g., pesticides, fungicides and insecticides) ("Agents") can only be used in accordance with the Philips application guide and with guidelines prescribed by the supplier(s) of such Agents. Signify will have no obligations under this Standard Warranty if the alleged Defect is found to have occurred as a result of a breach of this obligation.