

# Our 1 Year Guarantee

From the 1 Feb 2010, all our products (daylight & naturalight) are guaranteed against mechanical and electrical defects for 12 months from the date of purchase. Faulty products should be returned to the place of purchase and proof of purchase must be presented. Please quote the model number in all correspondence. Returned products damaged by poor packaging are the responsibility of the sender.

During the guarantee period, daylight will replace the product or supply a spare part free of charge provided the fault was not caused by misuse, improper handling, negligence, normal wear and tear, accidental damage, or by any modifications made by the purchaser. The guarantee does not cover consumables such as bulbs, tubes or batteries. This guarantee does not affect your statutory rights.

For full daylight guarantee Terms & Conditions please refer to the daylight website.

**Products returned or sent to head office will be refused.**

If you have any question regarding the guarantee, please do not hesitate to contact our customer service team:

**By email to Customer Service:**

[Customerservice.us1@daylightcompany.com](mailto:Customerservice.us1@daylightcompany.com)

**By email for other enquiries:**

[info.us@daylightcompany.com](mailto:info.us@daylightcompany.com)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.