

Sensio Guarantee

Peace of mind with every Sensio product

At Sensio we pride ourselves on offering the highest quality products, using only the best components and materials to guarantee long-life performance, superior light output and enhanced durability.

To reflect the high quality of our product portfolio, every Sensio LED Lighting product (in which the LED's are integrated within the fitting) comes complete with a 5 Year*, No Quibble, Free Replacement Guarantee.

This guarantee is subject to the following terms and conditions:

- This guarantee commences from the date on which the end user purchased the Sensio Product.
- During the first 12 months any issues will be resolved by the supplying retailer / distributor.
- After the first 12 Months, any issues should be directed to info@sensiolighting.com - a proof of purchase or batch number from the product may be required to verify the age of the product.
- The product has been installed by a qualified electrician, where appropriate.
- The product has not been altered, modified or tampered with in any way.
- All components used with the product are correct (e.g. the LED driver used is of the correct voltage and adequate wattage to run the connected product(s)). Misuse of the product voids any warranty.
- Without a proof of purchase, or batch number, Sensio reserve the right to decline any warranty claim.
- If the defective product is no longer a current stocked product line, an alternative product of a similar design and specification will be supplied.
- Sensio will not be responsible for any consequential loss (e.g. cost of fitters, electricians etc) to remove or refit products, or for any other associated works.
- Sensio reserve the right to collect and inspect any defective product for quality control purposes. If such an item is deemed not to be faulty, it will be returned at customers cost and any free replacements previously issued become payable.
- Any replacement product supplied will be guaranteed for the remaining unexpired period of the original 5 years from original date of purchase (2 years for bathroom lighting products).
- The 5 year Guarantee is effective on purchases made from the 1st January 2015 onwards only (2 year Guarantee for Bathroom products).

* Interchangeable LED lamps, whether supplied within ceiling luminaires or individually have a Guarantee period of 12 months.

* LED products (in which the LED's are integrated within the fitting) within the Bathroom Lighting range carry a guarantee of 2 years.