



# EXTENDED WARRANTY

Registration Form

## CONTACT

PHONE:  
02382 022106

WEBSITE:  
[www.neoled.co.uk](http://www.neoled.co.uk)

EMAIL:  
[sales@neoled.co.uk](mailto:sales@neoled.co.uk)

POST:  
Please post the completed form to

**Arlico Ltd,  
Neoled extended warranty  
Units 18 Vancouver Wharf  
Southampton  
SO19 7BN**

Neoled is a brand of Arlico Ltd.  
Company No. 08365105  
Registered Office Unit Vancouver Wharf,  
Southampton, SO19 7BN  
V0.191016

Office Use Only	NEO-EX5YR- <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Approved By	<input type="text"/>

To validate the Extended Warranty, please complete the following Warranty Registration Form. Please check your email address as we will email you your Warranty Registration Number that must be used for all returns under this Scheme.

Product Details / Proof of Purchase	
Product(s) Type*	<input type="text"/>
Invoice Number*	<input type="text"/>
Invoice Date*	<input type="text"/>

Supplied By (Wholesaler)	
Company*	<input type="text"/>
Address Line 1	<input type="text"/>
Town / City	<input type="text"/>
County	<input type="text"/>
Post Code*	<input type="text"/>
Telephone No*	<input type="text"/>
Email	<input type="text"/>

Installed By*	
Company & License No*	<input type="text"/>
Address Line 1*	<input type="text"/>
Town / City*	<input type="text"/>
County*	<input type="text"/>
Post Code*	<input type="text"/>
Telephone No*	<input type="text"/>
Email*	<input type="text"/>
Description of Install*	<input type="text"/>
Date Installed*	<input type="text"/>

Your Details	
Title (Mr/Mrs/Ms etc)*	<input type="text"/>
Full Name*	<input type="text"/>
Company	<input type="text"/>
Address Line 1*	<input type="text"/>
Town / City*	<input type="text"/>
County*	<input type="text"/>
Post Code*	<input type="text"/>
Telephone No*	<input type="text"/>
Email*	<input type="text"/>
Date Installed	<input type="text"/>

Thank you for registering the Product, **please ensure that all \* items are completed.** Warranty Forms that are incorrectly filled in or contain errors may not allow us to issue you with a registration number, thus your Extended Warranty will not be valid.



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## NEOLED- 5 YEAR WARRANTY

For Product Ranges: Neoled Neo ED, Neo AJ, Neo TT, Neo DL, Neo TL, Neo UC

The Neoled luminaires mentioned above, sold directly by Neoled c/o Arlico Ltd are warranted to operate for an extended period.

Under the Warranty, if a product fails to function as a result of, either, an inherently faulty component, or poor workmanship, Neoled will replace the part as it thinks appropriate, free of charge.

Neoled will endeavour to replace on a like for like basis. However if the part is no longer available then Neoled c/o Arlico Ltd reserves the right to replace with one of a newer design. Batteries for emergency units are excluded from the Warranty.

**The Warranty is strictly subject to the Conditions below.**

1. The Product must be installed by a qualified electrician.
2. We are unable to accept liability for damaged parts unless the damage has occurred prior or during delivery or while in transit from our premises to the customer's premises if we are responsible for carriage. The customer must carry out an examination when the Product is delivered and if there is any damage, the customer must notify us within 3 working days of delivery
3. The Warranty will not cover any defects resulting from misuse of the Product or as stated below including:
  - (a) Installation not as described in the instruction manual accompanying the Product.
  - (b) Use of the Product for a purpose for which it is not designed (purposes for which the Product is designed are set out in the instruction manual).
  - (c) Disassembly of any complete and/or sealed component.
  - (d) Deliberate damage to the Product or damage arising as a result of gross negligence.
  - (e) In the case of outdoor products cosmetic appearance associated with materials ageing
4. The Product Registration Form accompanying the product must be completed within 90 days of the date of delivery of the Product. A Warranty number will be issued upon receipt of the completed Product Registration Form and this should be kept and referenced in all subsequent correspondence. This document must be supported by a dated proof of purchase.
5. The Warranty period will begin from the date of product delivery.
6. Failure to register the Product as described in 4 above will result in the reduction of the Warranty period to 12 months from the date of delivery, rather than the standard Warranty period referred to above.
7. Customers' statutory rights are not affected by this Warranty.
8. Before returning the product to Neoled the customer should fill out our warranty claim form on our website stating the warranty registration number and a brief description of the problem to receive a "Return Merchandise Authorization" number. The defective product must be sent to the address specified by the company. Damage during transit is not covered by this warranty. Shipping of the defective product back to Neoled is the responsibility of the customer. Neoled will pay for shipment of the replacement product.

**PLEASE NOTE THAT THE WARRANTY IS ONLY VALID  
ONCE THE PRODUCT IS REGISTERED AND YOU HAVE  
RECEIVED YOUR WARRANTY NUMBER**