

Mazinoor Lighting Industries, Inc. hereinafter called "Mazinoor" warrants its manufactured luminaires against manufacturing defects for performance and durability (at the sole discretion of Mazinoor) provided that Mazinoor luminaires are installed and maintained in accordance with the instructions stipulated in the relevant installation/operation instruction guide as printed and included in the product package and provided that the luminaires are installed and maintained by competent technicians. Mazinoor shall take measures subject to fulfillment of the warranty conditions as to repairing or replacing the defective parts of the luminaires for a period of five(5) years (three (3) years for EcoLine) and non-LED luminaires for three (3) years from the production date. Based on the following terms and conditions:

Any and all defects or technical malfunctions if any arising from Mazinoor luminaires must not have been inflicted as a result of non-observation of installation/operation instruction guide by the technician, or defects resulting from lightning, transient voltage, high harmonics, power fluctuations, electrical shocks, breakage or strikes to the luminaires and/or its parts and have not been used in adverse environmental or electrical conditions contrary to the installation/operation instruction guide – based on sole discretion of Mazinoor.

This warranty excludes any and all consumable luminaire parts and components such as lamps (except for LEDs as light source), starters, capacitors, batteries, and any other consumable part. Furthermore, any manipulations for whatsoever reason such as changes in the parts, any tampering or altering the luminaire structure or alteration of the trade mark shall void Mazinoor warranty.

Obviously, Mazinoor assumes no responsibility as to compensating the damages incurred resulting from shipment of goods and or the defects emanating from negligence in safe keeping of the luminaires or misuse or mishandling of the luminaires inconsistent with the installation/operation instructions guide. In case of processing any customer claims, any damaged luminaires, if for any reason the warranty of voided at the sole discretion of Mazinoor, the customer shall be liable for reimbursement of the costs of replacement of parts and/or the entire luminaire and expenses including but not limited to traveling expenses of the expert or technician dispatched from Mazinoor.

Mazinoor Lighting Industries, Inc.

Warranty terms and conditions:

All Mazinoor luminaires are warranted throughout the entire country of IRAQ against any manufacturing defects for performance and durability (at the sole discretion of Mazinoor) provided that Mazinoor luminaires are installed and maintained in accordance with the instructions stipulated in the relevant installation/operation instruction guide as printed and included in the product package and provided that the luminaires are installed and maintained by competent technicians. Mazinoor shall take measures subject to fulfillment of the warranty conditions as to repairing or replacing the defective parts of the luminaires for a period of five (5) years (three (3) years for EcoLine) and non-LED luminaires for three (3) years from the production date.

Based on the following terms and conditions:

- 1) Luminaires and the none-consumable parts thereto against any defects or malfunction resulting from the design and/or raw materials or production process as per the sole discretion of Mazinoor, subject to the provisions stipulated in this warranty.
- 2) In case the products have been used in normal environmental and electrical conditions as per the installation and operation instruction guide. Following due observation of the above conditions and in case, subject to sole discretion of Mazinoor it is evident concluded by Mazinoor that such cases as corrosion, rust, or color defects have incurred during the manufacturing process and/or as a result of manufacturing flaw.
- 3) In case of special and abnormally harsh environmental condition exists in the current installed location of the luminaires such as high heat or high humidity, etc. this warranty shall be valid only in cases where the luminaire have been registered with and have received the written confirmation thereto from Mazinoor prior to installation.

4) This warranty shall be valid only in case the following criteria have been duly fulfilled in accordance with the information contained in the related product catalog/brochure or the installation/operation instruction guide and the relevant instructions mentioned in Mazinoor website in this regard:

- Obedience to the requirements pertaining to the specified temperature and voltage range
 - Observing the application type defined for each type of luminaire
 - Utilizing the predetermined suitable light source
- 5) During the warranty period and subject to the terms and conditions mentioned in clauses 1, 2, 3 and 4 above by the customer, any damage or defects of the kind mentioned above by exclusive judgment of Mazinoor shall be remedied or replaced in whole or in part without charge to customer.
 - 6) If during the validity period of this warranty, new parts are designed and manufactured and subsequently replaced in place of the old parts in Mazinoor luminaires, should the necessity dictates the replacement of defect part or parts of the luminaire previously purchased by the customer, the old defective part(s) shall then be replaced by the newly designed part(s) under the stipulated terms and conditions of this warranty and the replaced parts must be returned to Mazinoor for analysis purposes.
 - 7) In case of failure of the module/driver of the LED luminaires, considering the continual fast pace technological progress of such parts, Mazinoor can upon authentication of final conditions and based on the latest version of the parts in use in other similar products in its sole discretion, take measure as to replacing the said parts.
 - 8) In case of failure or malfunction of the luminaires in operation at the time of installation, the customer shall be bound to communicate and report the issue to Mazinoor representative within at most 30 calendar days as of the occurrence of such failure or malfunction.
 - 9) In case of authentication of the warranty conditions by the judgment of Mazinoor, the customer's problem will be addressed either by dispatching a technician to the customer's location, sending the faulty luminaire to the representative or Mazinoor factory, or supplying the required parts to the customer for repairing. If correcting the problem is not possible by any one of the above methods, a replacement shall be made of the entire luminaire either with the same model or a similar model luminaire. Otherwise, the customer shall be refunded with the original invoiced price of the luminaire.

Warranty exclusion and voiding clauses:

- 1) This warranty is excludes lamps (except LEDs as the light source), starters/ignitors, capacitors, batteries, glass diffusers, and any other consumable part.
- 2) This warranty does not cover defects resulting from lightning, transient voltage, high harmonics, power fluc Ttuations, electrical shocks, breakage or strikes to the luminaires and/or its parts and have not been used in adverse environmental or electrical conditions contrary to the relevant installation/operation instruction guide –based on sole discretion of Mazinoor.
- 3) The present warranty shall be exclusive of the explosion Proof luminaires.
- 4) Any alteration, tampering, or distortion of the product label/trade mark will make this warranty null and void.
- 5) Any manipulation of the luminaires such as changes in the parts or alteration of the structure will result in making the warranty null and void.
- 6) Any negligence on the part of the customer in safe keeping of Mazinoor luminaires before installation or misuse and mishandling of the luminaires being inconsistent with the relevant installation/operation instruction guide resulting in inflicting defects or damages to the product will nullify and void this warranty.
- 7) Any and all damages or defects incurred resulting from shipment of goods shall not be covered by this warranty.
- 8) The customer shall be liable for reimbursement of the expert's or technician's travel expenses or costs arising from shipment and delivery of the replacement parts or the entire luminaire.
- 9) The warranty shall not include the costs relating to dismantling the luminaires from the installation posts and remounting of the same as well as the costs pertaining to the elevator or lift and other relevant expenses.
- 10) Damages incurred from occurrence of natural disasters like floods, earthquakes or other unpredictable events like riots, revolts, act of war etc. are not covered under the present warranty.