

As of 30 April 2021

Glos Pte Ltd (hereinafter referred to as "Glos", "We", "Us") is a Singapore-based lighting company with a focus on innovating new and quality products since 2016. With meticulous and extensive testing on the products, we seek to comply to the highest standards.

Glos warrants against all material and components parts to be free from defects of material and/or workmanship for the duration of the warranty period specified below from the date of original purchase.

Interior Product (IP44 and below)	Warranty Period
LED chip	Five (5) years
LED power supply	Three (3) years

Exterior Product (IP54 and above)	Warranty Period
LED chip	Three (3) years
LED power supply	Two (2) years

If you have purchased Glos products through our partners, please note that your warranty will be held with them and may have different conditions to the standard Glos warranty. We recommend contacting your original point of purchase.

General Warranty Conditions

To make a warranty claim caused by defects of material, workmanship and/or missing part(s), original proof of purchase is required and you must inform Glos or your service agent within two (2) weeks of identifying the fault. We may require you to deliver the product to Glos for inspection or arrange for collection of the product from you. Glos will then inspect the product and advise on the status of the claim within two (2) weeks. In the event that the claim turns out to exhibit alleged defect, Glos will reimburse any reasonable charges in delivering the product to us for inspection upon receiving documentary proof of those costs incurred by you and replace the same or equivalent product.

Notwithstanding that the product is within the Warranty Period, this warranty shall not cover or not be liable for the failure of products and will be rendered void in any of the following events:

1. The Warranty Period has expired;
2. Absence of valid proof of purchase;
3. Batch (MMYY) label is removed from the product;
4. Damage, defect or failure as a result of improper installation and by unauthorized technical personnel;
5. The product has been subjected to an electronic driver or spare parts not supplied or authorized by Glos;

6. Damage, defect or failure as a result of unauthorized alterations, modifications, repairs or accessorizing of the product without written authorization by Glos;
7. Damage, defect or failure as a result of wear and tear, willful damage, negligence, prolonged use or operation, abnormal storage or working conditions (e.g. limestone or a highly acidic soil environment);
8. Damage, defect or failure as a result of electrical surges, exceeding input voltage limits of the product and wrong usage of electrical supply and voltage;
9. Damage, defect or failure arose from incorrect power supply/driver pairing;
10. Damage, defect or failure arose from bulbs, drivers or components supplied by third party that are incorporated in the product;
11. Damage, defect or failure as a result of incorporating Glos bulbs to third party's product;
12. Damage, defect or failure arose from failure to maintain product IP ratings through incorrect installation and cabling methods;
13. Damage, defect or failure arose from accidents or force majeure such as: lightning, flood, fire, climatic or any other conditions;
14. Damage, defect or failure arose from installation in a coastal location when it is stated as being unsuitable for this environment;
15. Damage, defect or failure arose from transit, delivery, packing, unpacking, assembly, installation, routine maintenance, dismantle, relocation or removal of product;
16. Damage, defect or failure arises from the power supply units that have been used for more than 40,000 hours;
17. Damage, defect or failure arose from vandalism, theft or attempted theft;
18. Plastic, such as polycarbonate and PMMA which face in color or vary in transparency and become fragile due to natural ageing process;
19. Expenses incurred or consequent to fault repair works (e.g. expenses for assembly, dismantling and transport of the faulty, repaired or new product, disposal, daily and transfer allowances, lifting devices, scaffolding) must be borne by the customer;
20. Product which is not reasonably accessible or cannot be safely accessed by our technician;

Where Glos accepts a Warranty claim, Glos will:

1. Replace any components to restore the product to a working condition, repair or replace the whole product (subject to product or product availability);
2. Replacement of component or product will not imply an extension of the initial duration of the Warranty, the Warranty Period remains as the balance of the remaining time of the original invoice date;

We shall reserve the right to vary, modify or change the terms and conditions herein due to change(s) in availability of services, products and/or spare parts or for the purposes of complying with applicable policies, rules, regulations and law, with or without notice.

Our Warranty Policy can be found at <http://www.glos.com.sg/warranty>. Should you have any enquiries, please do not hesitate to contact us at sales@glos.com.sg.