

Warranty Policy

ZRW Mechanika will take the warranty policy for the products we produced and sold with the below detailed terms:

1. Warranty time

Considering the different working environment of the different products, we provide different warranty times for the products we produced and sold as below:

MR16, SP50, SP70, LU2, LU4, LU6: one years warranty

2. Warranty period

Within one year from the date of EX factory.

3. Warranty standard

Within the warranty time, the products with the below defectives can be changed.

1. The products we produced and sold are all led lighting or signal products, if the products can't be lighted under the rated working voltage, the products can be changed

2. LED Street light:

The single led street light module can be changed if there are more than 4pcs led dead

If 50% or more led modules of each led street light have more than 4pcs led dead, all the led modules of this led street light can't be changed or change this whole lamp.

3. LED bulb and traffic signal light:

If more than 50% led dead, the unit can be changed

4. Return and change

1. Low volume: for example samples etc. the clients send back to us by express with freight collect, after repairing or changing, we will courier to the clients by freight prepaid

2. Part of the batch order: if part of the batch order need to be repaired or changed, the goods can be returned to us by sea or air which is confirmed by both parties, after repairing or changing, the goods will be sent back to the clients, all the freight is on our account.

3. Batch order: if the batch order need to be returned, we will import the returned order, after repairing or changing, the goods will be sent back to the clients, all the freight is on our account.

5. Warranty tracking

All the products delivered to the clients must be printed with the date of EX factory for easy tracking.

6. Exemption

1. The product is modified

2. The product is not installed or maintained according to the instruction manual

3. The product is used out of the regulated conditions

4. The product is damaged by human behavior.

7. Other issues.

1. All the products which are returned to us without authorization will not be accepted.

2. The returned products which are badly damaged and loss parts will not be repaired or changed

3. If the returned goods are not defective, the freight charges will be on client's account, we reserve the right to collect the inspection cost.

4. BBE LED will not pay any labor or other cost for remove and reinstall the streetlight, etc.

8. Explanation rights reserved

ZRW Mechanika reserves the explanation right of this warranty policy.