

**IMPACT ACOUSTIC®**

**ARCHISONIC®**

International Warranty



# Warranty Conditions

The following warranty provisions refer to the **General Terms and Conditions (GTC) of Impact Acoustic AG, Bodenhof 4, 6014 Lucerne (Switzerland)**. The provisions set out in the currently valid GTC are authoritative.

The customer must check the goods immediately after receipt and complain in writing about any defects, including the absence of warranted characteristics, within 14 days. The condition of the packaging must be checked for damage when the goods are delivered. In the event of damage, the delivery servicer must be informed in writing that the goods will be accepted with reservations due to the damage. The damage is to be documented with photos and then reported to Impact Acoustic AG in writing immediately.

In the case of hidden defects, the complaint must be made immediately and without delay. The limitation period for obvious and hidden defects is two years. Impact Acoustic AG may refuse to remedy defects as long as the purchaser does not fulfill his obligations.

Impact Acoustic AG may, at its discretion, deliver new goods, repair defective goods or reduce the purchase price. Further claims of the customer, in particular cancellation of the contract and claims for damages, which have not arisen from the goods themselves, are excluded as far as legally permissible.

Changes or repairs to luminaires, luminaire components, and room-in-room systems will only be carried out by Impact Acoustic AG if explicitly agreed in writing.

The following characteristics of the goods correspond to the state of the art, do not represent a defect and a warranty is excluded as far as legally permissible:

- Colour and surface deviations of goods including foreign fibers and cloudiness of fibers are part of the product characteristics.
- The acoustic luminaires are designed for use at a room temperature of 10°C to 30°C. Additional environmental influences that cause deviating temperatures, such as special installation and mounting situations (installation location, installation position, confined space, proximity to heating systems), direct sunlight, but also certain chemicals or increased humidity, can impair the functionality of the luminaires.
  1. For electronic control gear or components such as LED modules, the average rated failure rate is 0.2% / 1000 hours of operation.
  2. Characteristics of LED modules:  
Luminous flux decreases up to a value of 0.6 % / 1000 operating hours.  
Luminous flux, light colour, and power are subject to a tolerance of +/- 10 % for a new LED module.
- In the case of subsequent deliveries of LED modules, there may be deviations in the light characteristics compared to the original products due to technical progress as well as changes in the luminous flux and light colour of products due to use.

Due to the natural aging process, material, namely polycarbonate, and PMMA may discolour and become brittle. Tolerances may occur in the various processing steps.

The liability of Impact Acoustic AG is excluded to the extent permitted by law (except for intent, gross negligence, product liability law). Liability for external vicarious agents is completely excluded. The exclusion of liability extends to all damages of any kind, namely direct and indirect damages, consequential damages and financial losses, unrealized profits, lost savings, incurred interest losses, and damages from third-party claims against the customer. The exclusion of liability shall be fully transferred by the Purchaser to any customers, with the obligation to transfer it to any further customers.

The exclusive place of jurisdiction for all disputes is the court with subject-matter jurisdiction for the city of Lucerne. Swiss law is applicable to the exclusion of the Vienna Sales Convention and international private law.

Lucerne, 7 September 2022

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Make An  
Impact**