Warranty Policy for Flexible LED Strips

LCE offers a limited warranty for its flexible LED strips, provided that the product has been used, installed and connected correctly, in accordance with its technical specifications and recommended conditions of use.

1. Warranty Period

LCE offers the following warranty conditions for its flexible LED strips:

- **IP20 flexible strips for indoor use:** 5-year limited warranty.
- **Waterproof flexible strips for outdoor or semi-outdoor use:** 3-year limited warranty.
- **Waterproof strips installed indoors:** may be covered by a 5-year warranty, provided that they are used in areas where there is no risk of contact with water or direct humidity.

2. Warranty Coverage

The warranty covers manufacturing defects in the product, provided that it has been used properly and correctly installed, connected and handled.

LCE's liability shall be limited to the repair or replacement of the defective product, once the corresponding technical inspection has been carried out. LCE shall not assume any other liability arising from incorrect installation, improper use or external damage to the product.

3. Warranty Exclusions

The warranty shall not apply in the following cases:

1. Connection of flexible LED strips to an incorrect output voltage.
   Example: connecting a 12VDC strip to a 24VDC power supply.
2. Direct connection of LED strips, controllers or components to AC mains power, when the product is not designed for this purpose.
3. Use of flexible LED strips in extremely hot environments or without adequate ventilation.
   Example: installation in enclosed spaces, without heat dissipation, directly exposed to sunlight or heat sources.
4. Water damage to IP20 flexible strips or to products that do not have waterproof protection.
5. Handling, modification, incorrect cutting or alteration of the product or its components by the customer or third parties.
6. Damage caused by weather conditions or external causes beyond LCE's control.
   Examples: heavy rain, flooding, electrical storms, fire, earthquakes, snow, hail, cyclones, sandstorms or other similar events.

7. Damage resulting from incorrect installation, lack of maintenance, improper use or failure to comply with the product's technical specifications.

4. Customer Support and Warranty Claim Process

In the event of a failure, incident or suspected defect in the supplied product, the customer must contact LCE through the following email address: **soporte@lce-led.com**

This will be the designated channel for the management, follow-up and submission of incidents related to products, warranties or technical claims.

To speed up the review of the incident, the customer must provide the following information:

- Invoice number.
- Company name and contact person.
- Contact telephone number and email address.
- Product reference and quantity of affected product.
- Detailed description of the incident or nature of the failure.
- Photographs or videos of the product, the installation and the detected failure.
- Information about the installation: indoor/outdoor location, environmental conditions, ventilation, exposure to water or humidity.
- Power supply, controller or components used together with the LED strip.
- Approximate installation date, if available.

Once the information has been received, LCE's support team will review the incident and may request additional information if necessary.

No product should be sent to LCE without prior authorisation. If the material needs to be physically inspected, LCE will inform the customer of the corresponding return procedure.

Upon receipt of the product, the technical department will inspect and analyse the material to determine whether the incident is covered by the warranty and which solution applies.

If the warranty claim is accepted, LCE will proceed, as appropriate, with the repair or replacement of the defective product.

This warranty policy has been in force since 1 January 2019.