

SEVEN YEAR PRODUCT WARRANTY

LED Luminaires and Associated Components | EMPRICS Group Ltd

These Terms and Conditions of Warranty ("Warranty") are issued by EMPRICS Group Ltd, a company incorporated and registered in England and Wales under company number 11887206 ("EMPRICS Group Ltd", "the Company", "we", "us"). This Warranty sets out the terms upon which EMPRICS Group Ltd extends warranty coverage to purchasers of EMPRICS branded products ("Purchaser", "you") and governs the rights and obligations of both parties in connection with any warranty claim.

This Warranty is primarily intended for business-to-business transactions between the Company and commercial purchasers including contractors, electrical contractors, lighting consultants, architects, and authorised distribution partners. Where supply is made to a consumer within the meaning of the Consumer Rights Act 2015, the limited carve-out set out at Clause 1.5 applies.

This Warranty must be read together with the Return to Base Procedure (Appendix A), which forms an integral part of these Terms and governs the operational process for submitting, authorising, returning, and inspecting any alleged defective product.

By purchasing EMPRICS branded products, the Purchaser acknowledges and accepts the terms of this Warranty, including Appendix A, in their entirety.

1. SCOPE AND APPLICATION

1.1 This Warranty applies exclusively to products bearing the EMPRICS brand ("EMPRICS Products"). The seven year warranty period described herein applies solely to EMPRICS branded products and does not extend to any products from other manufacturers supplied by EMPRICS Group Ltd.

1.2 Where EMPRICS Group Ltd supplies products manufactured by third parties in order to consolidate an order or fulfil a project specification, those products remain subject exclusively to the warranty terms, conditions, and warranty period of the original manufacturer. EMPRICS Group Ltd accepts no warranty liability in respect of non-EMPRICS branded products beyond the terms provided by the original manufacturer.

1.3 EMPRICS Group Ltd will use reasonable commercial endeavours to administer warranty claims on behalf of the original manufacturer for third party products, subject to that manufacturer's warranty terms and conditions. The Company accepts no independent liability in this regard and provides such assistance as a matter of commercial convenience only.

1.4 This Warranty applies only to products purchased directly from EMPRICS Group Ltd or through an authorised distribution partner of EMPRICS Group Ltd, and only where products have been registered in accordance with Clause 2 below.

1.5 This Warranty is written on a business-to-business basis. Where EMPRICS Group Ltd supplies a product directly to a person who qualifies as a consumer within the meaning of section 2(3) of the Consumer Rights Act 2015, nothing in this Warranty shall operate to exclude, limit, or restrict the statutory rights of that consumer under the Consumer Rights Act 2015 or any other applicable consumer-protection legislation. In such cases this Warranty is offered in addition to, and not in substitution for, those statutory rights. Any clause of this Warranty which is incompatible with

mandatory consumer-protection legislation shall not apply to the extent of that incompatibility; all remaining clauses shall continue in full force.

2. WARRANTY REGISTRATION

2.1 Warranty coverage under these Terms is conditional upon the Purchaser registering all EMPRICS Products with EMPRICS Group Ltd within sixty (60) calendar days of the original invoice date. Registration must be completed by written notification to the contact details set out at Clause 27, or via the online registration portal at www.emprics.com/warranty-register.

2.2 The following information must be provided at the time of registration:

- Product part number and quantity supplied
- Original invoice number and invoice date
- Installation address and project reference
- Full name and contact details of the installing contractor

2.3 EMPRICS Group Ltd may decline warranty claims where products have not been registered within the period specified in Clause 2.1, unless the Purchaser provides reasonable evidence of purchase and installation. Accepted evidence includes, but is not limited to, the original purchase invoice, a signed delivery record, or written confirmation from an authorised EMPRICS Group Ltd distribution partner.

2.4 Warranty registration does not itself confirm the validity of a warranty claim. Registration creates an administrative record only. Entitlement to a warranty remedy remains subject to the terms and conditions set out herein.

3. WARRANTY COVERAGE

3.1 Subject to the terms and conditions of this Warranty, EMPRICS Group Ltd warrants that EMPRICS Products are free from defects in materials and workmanship under normal and proper use for a period of seven (7) years from the original date of invoice ("Warranty Period").

3.2 This Warranty applies only where EMPRICS Products have been installed, commissioned, operated, and maintained in strict accordance with:

- Manufacturer installation instructions issued by EMPRICS Group Ltd
- The IET Wiring Regulations (BS 7671), as amended from time to time
- Applicable UK Building Regulations
- Relevant product safety standards including BS EN 60598
- Any applicable environmental protection requirements including rated IP and IK classifications

3.3 Upon receipt of a valid warranty claim and following inspection in accordance with Clause 9 and the Return to Base Procedure at Appendix A, EMPRICS Group Ltd reserves the right, at its sole and absolute discretion, to determine the appropriate remedy. Such remedy may include one or more of the following:

- Repair of the defective product
- Replacement with a product of equivalent or improved specification
- Advance replacement subject to the return and inspection of the original product
- Issuance of a credit note to the value of the verified defective product at the original invoice price

For the avoidance of doubt, and save where Clause 1.5 applies, this Warranty does not provide for a cash refund as a remedy.

3.4 Where advance replacement products are issued prior to completion of inspection, such products may be invoiced at the time of despatch. A credit note will be issued upon confirmation of a manufacturing defect following technical inspection. Where no defect is confirmed, the advance replacement invoice will remain payable.

3.5 The issuance of a warranty remedy in respect of one product or batch does not constitute an admission of liability in respect of any other product or installation.

4. LUMEN MAINTENANCE AND LED PERFORMANCE STANDARDS

4.1 This Warranty covers defects in materials and workmanship only. The natural depreciation of LED luminous output over operational life does not constitute a manufacturing defect and is expressly excluded from warranty coverage.

4.2 LED luminous flux depreciation is an inherent characteristic of LED technology. Depreciation to L70 or above at the rated operating hours specified in the applicable product documentation, assessed in accordance with IES LM-80 test data and TM-21 projections, does not constitute a warranty-eligible defect.

4.3 Where LED luminous output falls below the L70 threshold prior to the rated operational hours stated in the product documentation, and where such failure occurs under normal operating conditions in compliance with these Warranty terms, such failure may be assessed as a potential manufacturing defect at the sole discretion of EMPRICS Group Ltd following technical inspection under Clause 9.

4.4 Colour consistency is subject to industry-standard tolerances. Colour shift within a MacAdam three-step ellipse tolerance over the Warranty Period does not constitute a defect. Variations in colour rendering index within the product's specified tolerance band, or changes in colour temperature within the rated tolerance, are similarly excluded from warranty coverage.

4.5 Subjective assessments of luminous quality, colour appearance, or perceived light output are not valid grounds for a warranty claim.

5. OPERATING CONDITIONS AND DUTY CYCLE

5.1 This Warranty remains valid only where the following operating conditions are observed throughout the Warranty Period:

- Maximum operating hours must not exceed five thousand (5,000) hours per annum
- Products must operate within the voltage and electrical tolerances defined in the applicable product documentation
- Ambient operating temperatures must remain within rated product limits at all times
- Electrical supply must remain stable and within the tolerances specified in Clause 7
- Appropriate surge protection and electrical protection devices must be installed where stipulated by the manufacturer or required by applicable regulations

5.2 For reference, standard commercial operating hours of 12 hrs per day, 5 days a week, equate to approximately 3,120 hours per annum. Continuous operation at 24 hrs per day, 7 days a week, equates to approximately 8,760 hours per annum.

5.3 Where luminaires operate in excess of 5,000 hours per annum, the effective Warranty Period may be proportionally reduced based on cumulative operating hours, calculated as follows: Adjusted Warranty Period (years) equals 35,000 cumulative hours divided by actual annual operating hours. EMPRICS Group Ltd reserves the right to require the Purchaser to provide evidence of operating hours where this is relevant to the assessment of a claim.

5.4 Failure to comply with the operating conditions set out in this Clause may render the Warranty void at the sole discretion of EMPRICS Group Ltd.

6. INSTALLATION COMPLIANCE

6.1 All EMPRICS Products must be installed by a suitably qualified electrician or competent electrical contractor holding appropriate qualifications and registrations as required under UK law and applicable regulations.

6.2 Installation must comply with all applicable requirements including:

- The IET Wiring Regulations (BS 7671), current edition
- Applicable UK Building Regulations
- Manufacturer installation instructions issued by EMPRICS Group Ltd
- Appropriate environmental protection requirements including rated IP and IK classifications
- Any relevant health and safety legislation governing electrical installation works

6.3 Incorrect installation, incorrect driver selection, use of incompatible control systems, insufficient thermal dissipation provision, or deviation from manufacturer installation instructions may invalidate this Warranty. The burden of demonstrating compliant installation rests with the Purchaser.

7. POWER SUPPLY AND ELECTRICAL CONDITIONS

7.1 EMPRICS Products are rated for operation on a nominal 230V alternating current supply at 50Hz in accordance with BS EN 61000 and applicable UK supply standards. The acceptable supply voltage range is 230V plus or minus ten percent (207V to 253V). Supply frequency must remain within 50Hz plus or minus 1Hz.

7.2 Total Harmonic Distortion (THD) on the incoming electrical supply should not normally exceed eight percent. Where the supply THD materially exceeds this level and a causal link between the supply quality and the product failure can reasonably be established, such failure is excluded from warranty coverage.

7.3 Failures resulting from abnormal or substandard electrical supply conditions are not covered under this Warranty. This includes, without limitation:

- Voltage spikes, transients, or electrical surges
- Harmonic distortion or persistent supply instability
- Inadequate or absent surge protection measures
- Incorrect or incompatible dimming systems or control protocols
- Electrical disturbances arising from lightning events or grid faults
- Unmanaged variable frequency drives or heavy inductive loads on shared circuits

7.4 Where luminaires are integrated into building management systems, lighting control systems, or third party dimming equipment, it is the sole responsibility of the installer and the specifying engineer to ensure electrical and protocol compatibility prior to installation.

8. THERMAL MANAGEMENT

8.1 The reliable operation of LED lighting systems is fundamentally dependent upon effective heat dissipation. Products installed within enclosed ceiling voids, insulated cavities, fire-rated enclosures, or other thermally restricted spaces must be installed strictly in accordance with the manufacturer's thermal management requirements as stated in the applicable product documentation.

8.2 LED drivers generate heat during normal operation. Drivers must be positioned in locations with adequate natural ventilation and must not be installed within sealed or unventilated enclosures unless the product is specifically rated and documented for such installation. Driver case and junction temperatures must remain within manufacturer-specified operational limits at all times.

8.3 This Warranty does not extend to failures arising from:

- Installation within insulated, sealed, or inadequately ventilated ceiling voids or enclosures
- Proximity to heat-generating plant, equipment, or services
- Ambient operating temperatures exceeding the product's rated thermal limits
- Inadequate airflow around drivers, control gear, or luminaire bodies
- Driver installation in thermally inadequate or non-compliant enclosures

9. WARRANTY CLAIM PROCEDURE AND RETURN TO BASE

9.1 All warranty claims operate exclusively on a return to base basis. No warranty remedy will be authorised, issued, or fulfilled, including without limitation repair, replacement, advance replacement, or credit note, until the defective product has been physically returned to EMPRICS Group Ltd and subjected to technical inspection at the Company's facility. This requirement applies without exception and cannot be waived save by express prior written confirmation from a duly authorised representative of EMPRICS Group Ltd.

9.2 The operational process for submitting a claim, obtaining a Returns Authorisation (RA) number, returning the defective product, and inspection is set out in full in the Return to Base Procedure at Appendix A to this Warranty. Appendix A forms an integral part of these Terms and compliance with Appendix A is a condition precedent to any warranty remedy.

Summary of procedural requirements (full detail in Appendix A):

- Step 1 — Written notification of suspected defect within thirty (30) calendar days of discovery, providing the information listed in Appendix A.
- Step 2 — Issue of a Returns Authorisation (RA) number by EMPRICS Group Ltd. No product may be returned without a valid RA number.
- Step 3 — Return of the defective product to EMPRICS Group Ltd within fourteen (14) calendar days of the RA number being issued, at the Purchaser's cost and risk.
- Step 4 — Technical inspection by EMPRICS Group Ltd, ordinarily completed within ten (10) to fifteen (15) working days of receipt.

9.3 Where a manufacturing defect attributable to EMPRICS Group Ltd is confirmed following inspection, EMPRICS Group Ltd will issue the appropriate warranty remedy as determined under Clause 3.3.

9.4 Where technical inspection does not identify a manufacturing defect, EMPRICS Group Ltd reserves the right to charge reasonable costs for investigation, testing, and administration, and to return the product to the Purchaser at the Purchaser's cost.

9.5 Products must not be discarded, altered, modified, or replaced prior to receipt of written authorisation from EMPRICS Group Ltd. Failure to preserve the product in its failed state, or disposal or modification of the product prior to inspection, will render the warranty claim invalid.

9.6 All return carriage costs are the sole responsibility of the Purchaser. EMPRICS Group Ltd accepts no liability for products lost or damaged in transit during return to the Company's facility. Products returned without a valid RA number will not be accepted and will be returned to the sender at the Purchaser's cost and risk.

10. CONTROL SYSTEM COMPATIBILITY AND COMMISSIONING

10.1 Where EMPRICS Products are specified or used in conjunction with dimming systems, lighting control systems, DALI networks, 1-10V control systems, wireless or Bluetooth protocols, or any other smart building control technology, the Purchaser and the installing contractor are solely responsible for verifying the compatibility of such systems with the EMPRICS Products prior to installation.

10.2 EMPRICS Group Ltd may publish guidance on compatible control systems from time to time. Such guidance is provided in good faith for reference purposes only and does not constitute a warranty of compatibility. Responsibility for verifying control system compatibility in the context of a specific installation remains at all times with the installer and the specifying consultant.

10.3 Where luminaires are connected to lighting control systems, building management systems, or integrated automation platforms, the installation must be correctly commissioned by a suitably qualified engineer prior to practical completion and handover. Commissioning must include, as a minimum:

- Correct addressing and configuration of all control gear and luminaires
- Verification of dimming compatibility and performance across the full specified dimming range
- Confirmation of correct driver programming and parameterisation where applicable
- Comprehensive functional testing of the complete lighting control system
- Preparation and retention of documented commissioning records by the installer

10.4 Failures arising from the use of incompatible control equipment, incorrect addressing, incorrect driver selection, programming errors, control system faults, or deficiencies in system commissioning are expressly excluded from warranty coverage.

11. SYSTEM DESIGN RESPONSIBILITY

11.1 Where EMPRICS Products are supplied against schedules, drawings, specifications, bills of materials, or other technical documentation provided by the Purchaser, the Purchaser's appointed lighting consultant, or the Purchaser's mechanical and electrical design engineer, the responsibility for system design, circuit loading calculations, driver sizing, luminaire selection, control system integration, and overall installation design rests solely and exclusively with the Purchaser or their appointed designer.

11.2 EMPRICS Group Ltd supplies products against the specifications and quantities provided in the documentation supplied. Unless explicitly engaged under a separate written design or consultancy agreement, the Company does not independently verify the technical accuracy, completeness, or suitability of third party design documentation.

11.3 EMPRICS Group Ltd accepts no responsibility whatsoever for failures, performance shortfalls, incompatibilities, or system deficiencies arising from errors, omissions, or incorrect assumptions in

documentation supplied by the Purchaser or any third party consultant, designer, or contractor. This includes, without limitation:

- Incorrect circuit loading calculations or power budget errors
- Incorrect driver, transformer, or control gear specification
- Incompatible control system protocols specified by the designer
- Insufficient thermal management provision within the design
- Incorrect luminaire selection for the intended application, environment, or IP classification
- Inadequate provision for surge protection within the system design

11.4 Where EMPRICS Group Ltd provides product recommendations based on information supplied by the Purchaser, such recommendations are made in good faith and on the basis of the information provided at the time. The Purchaser retains sole responsibility for verifying the suitability and fitness for purpose of all specified products prior to procurement and installation.

12. LED STRIP PRODUCTS

12.1 LED strip products have specific installation requirements necessary to ensure thermal stability, electrical performance, and the validity of warranty coverage. Warranty coverage in respect of LED strip products does not apply where failures arise from:

- Installation exceeding the manufacturer's maximum specified run length
- Incorrect cutting, termination, or connection of LED strip circuits
- Installation without a suitable aluminium profile or certified heat dissipation channel where specified in the product documentation
- Incorrect supply voltage or insufficient power distribution design
- Excessive voltage drop caused by incorrect cable sizing, inadequate power injection, or excessive run distance

12.2 Installers are solely responsible for ensuring that LED strip systems are designed and installed in strict accordance with EMPRICS Group Ltd's technical guidance and product documentation. EMPRICS Group Ltd accepts no warranty liability for failures attributable to non-compliant installation practices.

13. BATTERY AND EMERGENCY LIGHTING COMPONENTS

13.1 Batteries and rechargeable cells incorporated within emergency lighting products are classified as consumable components and are subject to a separate warranty period of three (3) years from the original date of invoice.

13.2 Battery warranty coverage is conditional upon the following requirements being satisfied:

- Batteries must be subject to an initial full charge period of not less than twenty-four (24) hours prior to first function testing
- Emergency lighting installations must be tested and maintained in full accordance with BS 5266
- Battery maintenance must be carried out in accordance with the applicable emergency lighting regulations and manufacturer guidance

13.3 Battery degradation arising from failure to comply with the maintenance requirements in Clause 13.2, or from operating conditions outside the specified parameters, is excluded from this Warranty.

14. ENVIRONMENTAL CONDITIONS

14.1 EMPRICS Products must be installed in environments consistent with their rated IP ingress protection classification and IK mechanical impact rating. Installation in environments exceeding the product's rated classifications will render this Warranty void.

14.2 Failures caused by the following environmental conditions are expressly excluded from warranty coverage:

- Water ingress in excess of the product's rated IP protection classification
- Exposure to chemical contaminants, solvents, or corrosive agents
- Salt air or saline atmospheric exposure in coastal or marine environments where the product is not rated for such conditions
- Excessive dust, particulate contamination, or biological fouling beyond rated IP protection
- Mechanical damage from impact, vibration, or external forces beyond rated IK classification

15. PROOF OF PURCHASE AND AUTHORISED SUPPLY

15.1 All warranty claims must be accompanied by the original purchase invoice or written confirmation of purchase from an authorised EMPRICS Group Ltd distribution partner. Claims unsupported by verifiable proof of purchase through an authorised supply channel may be declined at EMPRICS Group Ltd's absolute discretion.

15.2 This Warranty does not apply to products obtained through unauthorised distribution channels, grey market supply routes, or secondary resale markets. EMPRICS Group Ltd accepts no warranty liability in respect of products where the original authorised supply chain cannot be verified.

16. WARRANTY TRANSFERABILITY

16.1 This Warranty is personal to the original Purchaser of record and is non-transferable without the express prior written consent of EMPRICS Group Ltd. In the event of a change of building ownership, occupancy, management, or business succession during the Warranty Period, warranty coverage does not automatically transfer to any successor, assignee, new owner, tenant, or operator.

16.2 Requests for warranty transfer must be submitted to EMPRICS Group Ltd in writing and may be subject to a site inspection, documentary review, and an administration fee. EMPRICS Group Ltd reserves the right to decline any request for warranty transfer at its sole discretion and without obligation to provide reasons.

17. PRODUCT DISCONTINUATION

17.1 Where a product is discontinued during the Warranty Period and a direct replacement product is unavailable, EMPRICS Group Ltd reserves the right to supply a product of equivalent or superior technical specification as the warranty remedy. Where no equivalent product is reasonably available, EMPRICS Group Ltd may, at its sole discretion, issue a credit note calculated on a pro-rata basis representing the remaining Warranty Period as a proportion of the original seven year term, applied to the original invoice value of the defective unit.

17.2 Discontinuation of a product does not extinguish the Company's warranty obligations. EMPRICS Group Ltd will use reasonable commercial endeavours to notify registered Purchasers of

product discontinuations where practicable.

18. SITE ACCESS

18.1 Where products are installed in locations requiring specialist access equipment, including without limitation installations at height above three metres, or in restricted or controlled access areas, the Purchaser is responsible for providing EMPRICS Group Ltd with safe and reasonable access to the installation for the purpose of inspection, assessment, or replacement.

18.2 This Warranty does not include any labour costs associated with product removal, reinstallation, or the provision of specialist access equipment. EMPRICS Group Ltd's warranty obligation is limited to the supply of a replacement product or alternative remedy as determined under Clause 3.3.

19. PROJECT SCALE AND BATCH LIABILITY

19.1 Where products are supplied as part of a larger installation, development, or project, warranty coverage applies solely to individual defective units identified and submitted in accordance with the claim procedure in Clause 9 and Appendix A.

19.2 The identification of isolated product failures within a project or installation does not give rise to any entitlement to replacement of an entire installation, product batch, or supply lot unless EMPRICS Group Ltd formally confirms, following technical investigation, that a systemic manufacturing defect affecting the batch is present. The determination of whether a systemic defect exists rests entirely with EMPRICS Group Ltd.

20. WEEE COMPLIANCE

20.1 EMPRICS Group Ltd products are registered under the UK Waste Electrical and Electronic Equipment Regulations 2013 (as amended). The Purchaser is solely responsible for ensuring compliant disposal of EMPRICS Products at end of operational life in accordance with all applicable WEEE legislation and local authority requirements. EMPRICS Products must not be disposed of as unsorted municipal waste.

21. GEOGRAPHICAL SCOPE

21.1 These Warranty Terms apply to EMPRICS branded products installed within the United Kingdom of Great Britain and Northern Ireland. Products supplied from the United Kingdom for installation in international jurisdictions may be subject to different or additional warranty terms. Purchasers requiring warranty coverage for products installed outside the United Kingdom must confirm the applicable terms with EMPRICS Group Ltd in writing prior to the placing of any order.

22. GENERAL EXCLUSIONS

22.1 Without prejudice to any other exclusion set out in these Warranty Terms, this Warranty does not apply to failures or defects arising from any of the following:

- Incorrect installation, connection, or wiring
- Failure to comply with manufacturer installation instructions or applicable regulations

- Environmental exposure beyond the product's rated IP or IK classification
- Electrical supply conditions outside the tolerances specified in Clause 7
- Accidental damage, impact, misuse, abuse, or vandalism
- Wilful or negligent damage
- Unauthorised product modification, adaptation, or repair by any party other than EMPRICS Group Ltd
- Normal LED luminous output depreciation within L70 tolerance at rated operational hours
- Colour shift within MacAdam three-step ellipse tolerance
- Failure to register the product within the period specified in Clause 2.1, subject to Clause 2.3
- Use of incompatible, non-approved, or incorrectly specified dimming or control equipment
- Incorrect commissioning of lighting control, automation, or building management systems
- System design errors or specification deficiencies attributable to the Purchaser or a third party designer
- Failure to comply with the Return to Base Procedure set out at Appendix A

22.2 Third party components and products supplied by EMPRICS Group Ltd but manufactured by other parties remain subject exclusively to the warranty terms of their respective original manufacturers.

23. LIMITATION OF LIABILITY

23.1 EMPRICS Group Ltd's entire liability under or in connection with this Warranty is limited to the repair or replacement of defective EMPRICS Products, or the issuance of a credit note, as determined at the Company's sole discretion in accordance with Clause 3.3. This limitation applies to the fullest extent permitted by applicable law.

23.2 EMPRICS Group Ltd shall not, under any circumstances, be liable whether in contract, tort (including negligence), breach of statutory duty, or otherwise for:

- Labour costs associated with the removal, reinstallation, or replacement of products
- The cost of specialist access equipment or scaffolding
- Delivery, transportation, or carriage costs
- Loss of profit, loss of revenue, loss of business, or loss of anticipated savings
- Operational disruption or business interruption
- Any indirect, consequential, special, or incidental loss or damage of any nature

23.3 Nothing in this Warranty shall exclude or limit EMPRICS Group Ltd's liability for death or personal injury caused by the Company's negligence, for fraudulent misrepresentation, for breach of the statutory duties implied by the Consumer Rights Act 2015 in consumer supplies, or for any other liability that cannot lawfully be excluded or limited under applicable UK law.

23.4 The exclusions and limitations in this Clause have been drafted having regard to the provisions of the Unfair Contract Terms Act 1977 and the reasonableness requirements applicable to business-to-business transactions, and in consumer supplies having regard to Part 2 of the Consumer Rights Act 2015.

24. WARRANTY PERIOD FOR REPLACEMENT PRODUCTS

24.1 Replacement products supplied pursuant to a valid warranty claim under these Terms are warranted only for the unexpired remainder of the original Warranty Period applicable to the defective product that has been replaced. The supply of a replacement product does not create a new or extended Warranty Period.

25. DISPUTE RESOLUTION

25.1 In the event of a dispute arising from or in connection with a warranty claim under these Terms, both parties agree to use reasonable endeavours to resolve the dispute in good faith by way of direct negotiation within thirty (30) calendar days of the dispute being notified in writing by either party to the other ("Resolution Period").

25.2 Where the dispute is not resolved within the Resolution Period, the parties may by mutual written agreement refer the matter to an independent technical expert for determination. The independent expert shall be appointed by mutual agreement, or in default of agreement, nominated by a relevant professional body as agreed between the parties. The costs of the independent expert shall be borne by the unsuccessful party, or apportioned as the expert may direct.

25.3 Nothing in this Clause shall prevent either party from seeking urgent injunctive or interim relief from a court of competent jurisdiction.

25.4 Where the Purchaser is a consumer within the meaning of the Consumer Rights Act 2015, nothing in this Clause 25 requires the consumer to pursue dispute resolution in preference to any statutory right to issue proceedings in the courts.

26. STATUTORY RIGHTS AND GOVERNING LAW

26.1 This Warranty does not affect any statutory rights that may be available to the Purchaser under applicable UK law that cannot be excluded or modified by contract. Where the Purchaser is a consumer, the provisions of Clause 1.5 apply.

26.2 These Warranty Terms, and any non-contractual obligations arising in connection with them, shall be governed by and construed in accordance with the laws of England and Wales.

26.3 Subject to Clause 25, each party irrevocably submits to the exclusive jurisdiction of the courts of England and Wales in respect of any dispute or claim arising under or in connection with these Warranty Terms.

27. CONTACT INFORMATION AND WARRANTY REGISTRATION

For warranty registration, written claims, returns authorisation, and all warranty enquiries, please contact:

EMPRICS Group Ltd

Customer Services and Warranty Department

Warranty claims: warranty@emprics.com

Telephone: +44 (0)330 174 4444

Sales enquiries: sales@emprics.com

Specifications: specifications@emprics.com

Orders: orders@emprics.com

Accounts: accounts@emprics.com

Data Protection (DPO): dpo@emprics.com

General enquiries: info@emprics.com

Website: www.emprics.com

Warranty Registration: www.emprics.com/warranty-register

All warranty claims and formal correspondence must be submitted in writing to the above address or email. Verbal notifications will not be accepted as valid warranty claims.

Personal data submitted in the course of a warranty registration or claim is processed in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. Data subject requests and data protection enquiries should be directed to the Data Protection Officer at dpo@emprics.com.

The operational steps for submitting a warranty claim (notification, RA, return, inspection) are set out in the Return to Base Procedure at Appendix A, which forms an integral part of these Terms.