



Worldwide Warranty Statement

All the products manufactured by OCRAM are covered for

5 YEARS

Since when the products are delivered to the customer. It is a customer duty to verify the product's integrity when unpacking.

Complaints are accepted within 30 days upon receiving the goods. If there are clear signs of usage or damage DON'T PLUG it in, but contact Ocram.

In case a fault occurred, Ocram will provide its service to fix the defected item, or to replace it for free.

Limited coverage

The warranty IS NOT APPLICABLE in the following cases:

- defects that are attributable to carelessness handling, accident or improper usage;
- damage occurring as a result of any improper act or omission, including illegal actions or negligence;
- damage occurring as a result of the self replacement of parts and without Ocram approval;
- defects arising from the replacement of parts with other ones which are not provided by Ocram;
- any other modification to any repair not performed by Ocram technicians or approved by Ocram;
- alleged defects, not directly linked to the manufacturing process or which do not affect quality and functionality of the products.

For further information or to request assistance, mail to info@ocramitaly.it, call the number +39 0444 946448 or send a fax to the number +39 0444 298900.

