



NO-QUESTIONS-ASKED WARRANTY – FILIX LTD.

1. Coverage

Filix Ltd. grants a one-time, “**no-questions-asked**” warranty for individual warranty claims **not exceeding a net product value of €1 000** (one thousand euro) per project. Within this cap we will repair or replace any Filix luminaire found to be defective—without requiring root-cause analysis—provided the fixtures were installed and operated according to Filix instructions. The term of this warranty matches the original commercial warranty period stated on the invoice (max. five years).

2. Eligibility Criteria

1. **Claim value < €1 000** (ex-works list price of affected units).
2. **One claim per project** (identified by unique Project ID / Opportunity in CRM). Subsequent claims on the same project follow the standard Warranty Procedure (see *5 Years Unlimited Warranty*).
3. Products must have been purchased directly from Filix or an authorised distributor and be within the applicable warranty period.

3. What Is Covered

All product components listed in section 2 of the *5 Years Unlimited Warranty* are covered for repair or replacement.

4. Exclusions

- Any single claim exceeding €1 000 net value.
- Second or later claims on the same project.
- Damage caused by improper installation, misuse, vandalism, force majeure or any item listed in section 3 of the *5 Years Unlimited Warranty*.

5. Claim Procedure

1. **Submit “No-Questions-Asked Form”** (download link) including:
 - Project ID / Name
 - Invoice or delivery note
 - List & value of affected items (< €1 000)
 - Site photos showing the issue.
2. Filix RMA Team issues return authorisation or ships replacement within **five (5) working days** of receiving a complete form.
3. Customer ships defective units back (pre-paid); shipping cost will be **credited on the next order** once the claim is validated.

Tip: If claim value may exceed €1 000, use the standard Warranty Form to avoid delay.



6. Limitations of Liability

Same limitations as section 6 of the *5 Years Unlimited Warranty* apply (labour, consequential damages, etc.).

7. Disclaimer of Implied Warranties

Except as expressly stated, products are provided “as is”; Filix Ltd. disclaims all other warranties including merchantability and fitness for purpose.