

Terms of warranty

Only the following terms of warranty shall apply, effective 01.01.2025. These shall replace the terms of warranty shown in the operating instructions.

The terms of warranty in effect may be viewed at any time by going to steinel.de.

Manufacturer's warranty from STEINEL GmbH, Dieselstrasse 80-84, 33442 Herzebrock-Clarholz, Germany

All STEINEL products meet the highest quality standards. For this reason, we, the manufacturer, are pleased to provide you, the consumer and original purchaser of the newly manufactured STEINEL product, with a warranty under the following terms and conditions:

The warranty only applies to consumers. A consumer is any natural person who, on entering into the purchase transaction, neither acts in exercising their commercial nor their self-employed activity.

The warranty covers the absence of deficiencies which are proven to be the result of a material defect or fault in manufacturing and which are reported to us immediately after detection and within the warranty period. The warranty shall apply to STEINEL products sold and used in the United Kingdom excluding STEINEL Professional products. If you sell the product or pass it on to someone else, the warranty will not be transferred to the new owner.

We can opt for warranty cover in the form of repair, which will be provided free of charge, or replacement, which will be provided free of charge (if applicable, in the form of a successor model of the same or higher quality). The warranty period for the STEINEL product you have purchased is 3 years (5 years for products from the XLED home range), in each case from the date on which the product was purchased. Any components repaired or replaced by us will be covered by this warranty for the remaining warranty period. We shall bear the shipping costs but not the transport risks involved in return shipment.

Statutory rights accruing from defects, gratuitousness

The warranty cover described here shall be applicable in addition to the statutory rights of warranty – including special consumer protection provisions – and shall not restrict or replace them. Exercising your statutory rights in the event of defects is gratuitous.

Exemptions from the warranty

All replaceable lamps are expressly excluded from this warranty. In addition to this, the warranty shall not cover:

- any wear resulting from use or any other natural wear of product parts or any deficiencies in the STEINEL product that are attributable to wear caused by use or other natural wear,
- any improper or non-intended use of the product or any failure to observe the operating instructions,
- any unauthorised additions, alterations or other modifications to the product or any deficiencies attributable to the use of accessory, supplementary or replacement parts which are not genuine STEINEL parts,
- any maintenance or care of products that is not carried out in accordance with the operating instructions,
- any attachment or installation that is not in accordance with STEINEL's installation instructions,
- any damage or loss occurring in transit.

Application of German law

The warranty shall be governed by German law excluding the United Nations Convention concerning the International Sale of Goods (CISG).

Making claims

If you wish to make a warranty claim, please send the product along with the original receipt of purchase, which must show the date of purchase and product designation, either to your specialist retailer or directly to us. STEINEL (UK) Ltd. – 25 Manasty Road, Axis Park, Orton Southgate, GB- Peterborough Cambs PE2 6UP United Kingdom. For this reason, we recommend that you keep your receipt of purchase in a safe place until the warranty period expires.

If you have any queries concerning the conditions of warranty, please feel free to call us on +44 1733366700 or email us at steinel@steinel.co.uk. We shall be pleased to provide any assistance you may need.

