

## Warranty procedure

### 1. Purpose

This document defines **the terms and conditions governing the ATEA warranty process**, including:

- warranty conditions and limitations,
  - **Return Material Authorization (RMA)**,
  - **special commercial conditions applied to replacement products**,
  - **customer obligations regarding purchase orders and return of defective products.**
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### 2. Scope

This warranty applies exclusively to ATEA products sold by ATEA or its official representatives. It is strictly subject to compliance with ATEA's installation, usage, and maintenance guidelines. Any deviation from these requirements will void the warranty.

Warranty claims may only be submitted by **the original purchaser and are non-transferable.**

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### 3. Warranty period

The warranty period starts from the date of shipment and is defined as follows:

- **White / Dynamic White** : 5 years or 60,000 operating hours (whichever occurs first)
- **D2W / 48V / Color / RGB / RGBW / RGB2W / High Output / Pool / Sauna** : 3 years or 36,000 operating hours (whichever occurs first)
- **SPI / DMX512** : 2 years or 20,000 operating hours (whichever occurs first)

The warranty period shall not be extended, renewed, or reset in the event of repair or replacement.

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### 4. Warranty conditions and exclusions

The warranty strictly covers **manufacturing defects and material defects only.**

ATEA shall not be held liable for any defect or failure resulting from, but not limited to:

- Expired warranty period
- Improper power supply (incorrect voltage/current, unstable electrical conditions)
- Non-compliant installation or installation performed by unqualified personnel
- Improper handling, mechanical stress, forced installation, or use of inappropriate tools
- Unauthorized modification, dismantling, or repair
- Exposure to abnormal environmental conditions (temperature, humidity, water ingress, pressure, chemical exposure, etc.)
- Use of non-ATEA components, accessories, or systems
- Damage to or absence of product identification or serial numbers
- Damage occurring during transportation, storage, or handling by third parties

Any visible physical damage (including cuts, perforations, deformation, or impact marks) shall automatically exclude the product from warranty coverage.

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## 5. Customer obligations

The customer shall:

- Comply with all ATEA installation and usage guidelines
- Ensure installation is carried out by qualified personnel
- Handle products with appropriate care and precautions
- Provide all necessary documentation to support the claim (photos, videos, installation details, etc.)
- Return defective products within the specified timeframe

Failure to comply with these obligations shall result in immediate rejection of the warranty claim.

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## 6. Warranty claim procedure

### 6.1 Claim declaration

The customer must notify ATEA or its official representative **immediately upon discovery of the defect** and submit a complete incident report.

Incomplete or delayed claims may be rejected.

### 6.2 Return Authorization (RMA)

ATEA will issue a **Return Material Authorization (RMA)** including return instructions.

- No return shall be accepted without prior written approval
- Products must be returned complete, identifiable, and properly packaged
- Products must be returned within 30 days of RMA issuance

Failure to comply with these conditions will result in rejection of the warranty claim.

**All transportation costs (both inbound and outbound) remain the sole responsibility of the customer.**

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## 7. Analysis and decision

ATEA will perform a **technical evaluation** of the returned products.

ATEA reserves the **exclusive right to:**

- Determine the origin of the defect
- Assess compliance with warranty conditions
- Accept or reject the warranty claim

ATEA's decision shall be final, binding, and not subject to dispute.

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## 8. Exception / Advance replacement

In specific cases (urgent situations or operational constraints), ATEA may offer replacement products prior to analysis.

In such cases:

- A commercial quotation will be issued,
- The final warranty decision will be made after product analysis,
- If the claim is rejected, the replacement products will be invoiced.

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ATEA shall not be held liable for any indirect, incidental, or consequential damages, including but not limited to installation costs, project delays, or loss of use.

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## 9. Customer purchase order

Replacement is subject to a **mandatory customer purchase order**.

No production or shipment of replacement products may be initiated without receipt of the corresponding customer purchase order.

The purchase order ensures:

- traceability,
  - identification of the replacement,
  - proper application of the warranty and discount conditions.
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## 10. Special discount – replacement product

In the event of a replacement:

- ATEA may offer a **special discount on the replacement product (30% compared with the original order price)**.
  - This discount is subject to acceptance of the diagnosis and to the ATEA commercial terms in force.
  - This discount is neither automatic nor contractual. It is granted at ATEA sole discretion.
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## 11. Replacement / repair

If the warranty claim is accepted, ATEA may, at its sole discretion:

- repair the defective product, or
- provide **an equivalent or technically improved replacement product**.

Removal, reinstallation and installation costs are not covered by the warranty.

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## 12. Limitation of liability

ATEA's liability is strictly limited to the repair or replacement of defective products, at its sole discretion.

Under no circumstances shall ATEA be liable for any indirect, incidental, or consequential damages, including but not limited to:

- Installation or removal costs
  - Project delays
  - Loss of revenue or business
  - Any third-party claims
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## 13. Warranty contacts

- **Website** : [www.atea.fr/garantie.pdf](http://www.atea.fr/garantie.pdf)
- **Email** : [sales@atea.fr](mailto:sales@atea.fr)
- **Phone** : +33 (0)1 41 36 07 70
- **Address** : 138 avenue Aristide Briand – 92220 Bagneux – France

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- Basic** Failure clearly identified  
No product return required
- Level 1** Additional information required  
No product return required
- Level 2** Additional information required  
Product return required

