

General sale conditions

Our acceptance of an order implies, in any case, that the purchaser accepts the following general conditions of sale and supply:

1. Sources of supply

ZALUX, S.A. luminaires can be obtained through our network of distributors in different countries.

2. Offers

Written, oral and telephone offers are non-binding. The submission of offers does not oblige us to accept the order. Any order or commitment is only valid if it has been expressly confirmed by us in writing.

3. Prices

The prices in the current price list are valid for materials placed in our warehouse. We reserve the right to change prices; if possible, such changes will be communicated as soon as possible.

4. Delivery times

Delivery times will be confirmed individually after acceptance of the order. Delivery times shall be respected and in case of changes due to production reasons or force majeure, the customer shall be informed in advance of the agreed delivery time for acceptance. Delays in delivery shall not entitle the purchaser to cancellation of the order or to the application of penalties or compensation, unless expressly agreed otherwise.

5. Orders

Orders in progress may be unilaterally cancelled by ZALUX, S.A. if circumstances of force majeure prevent their fulfilment. Force majeure circumstances are understood to mean: industrial disturbances, labour disturbances, lack of raw materials, etc. Orders for specially manufactured materials may not be cancelled by the purchaser without our written approval. In the event of acceptance by us, the costs incurred up to the time of cancellation shall be borne by the purchaser.

6. Packaging

The products are sold in their original cardboard packaging. If circumstances dictate or the purchaser instructs us to use other packaging, this will be charged to the purchaser at its cost price.

7. Transport

Upon delivery of the goods to the forwarding agent, the delivery shall be deemed to have been carried out correctly. The risks of transport in the shipment of our products are for the account of the buyer, who can only claim against the agency in charge of the transport for damages caused in the same. We will be pleased to support your claim with data, etc.

8. Measures

The measurements are given in the model descriptions in millimeters. We reserve the right to introduce small tolerances in the measures, as well as modifications due to improvements in the models, being the prices susceptible of variation for this cause.

9. Claims

ZALUX acknowledges any warranty claims. The acceptance decision is based on the analysis of the cause of the defective devices. The warranty covers material, design and/or manufacturing defects and applies to the entire product.

Defects caused by insufficient maintenance and/or normal wear and tear according to the rated service life stated in the technical documentation of the product are excluded from the warranty.

Claims relating to numerous faults and defects shall only be valid if the relevant complaint is lodged within seven days of receipt of the goods. If the complaint is well-founded and the goods are in their original condition, a corresponding acceptance will be sent.

For more information on our warranty conditions, please visit www.zalux.com/downloads/

10. Material returns

We will not accept returns of material for reasons of error in the instructions, forms, quantities or material to be repaired, if we have not previously given our written authorization. Such returns must be sent to DDP ZALUX and a 30% demerit of the original value will be applied. We do not accept the return of specially manufactured products.

For more information on our return policy, please visit www.zalux.com/downloads/

11. Proprietary Rights

In any case and even against third parties, ZALUX, S.A., retains full ownership of all materials supplied, as long as the reciprocal condition of payment of the amount is not completely fulfilled.

12. Patent rights

All models in this catalog are protected by law. Any imitation shall be prosecuted in accordance with the law.

13. Reprints

No part of this catalog may be reproduced in whole or in part without the written permission of ZALUX, S.A.

14. Payment

The method of payment shall be established at the time of placing the firm order for the goods, in accordance with the usual ZALUX, S.A. rules.

15. Place of performance and jurisdiction

For any questions that may arise in the fulfilment or interpretation of these general rules, the contracting parties, expressly waiving any other jurisdiction that may correspond to them, expressly submit themselves to the Courts and Tribunals of Zaragoza.

16. Modifications

ZALUX, S.A., as part of its continuous improvement process, reserves the right to modify its technical specifications without prior notice. The purchaser is responsible for ensuring that the product purchased in components, once electrified, complies with the country's own requirements.