

UNILITE RETURNS & WARRANTY POLICY

Standard Warranty – 2 Year

We provide a **2-year standard warranty** on all portable LED lighting products and tool bags purchased **directly through our website**. We offer 6 months warranty on all other products. This warranty covers defects in materials and workmanship under normal, intended use. Unilite warranties only cover products purchased through the Unilite website and through this eCommerce platform. For items purchased elsewhere please contact the point of sale directly.

Warranty on Replacements

If your item has been replaced under warranty:

- The **replacement item's warranty** is either:
 - The **remainder of the original warranty**, or
 - **6 months from the replacement date**,

Whichever is greater.

What This Warranty Covers

This warranty applies only to products used in accordance with the instructions provided and covers:

- Manufacturing defects
- Defective components or materials
- Failures in normal use within the warranty period

If your product is found to be defective, we will, at our discretion:

- Repair the product
- Replace the product with the same or equivalent model

What This Warranty Does Not Cover

This warranty **does not** cover the following:

Battery-Related Exclusions:

- Normal reduction in battery capacity over time
- Battery damage due to:
 - Overcharging or deep discharge
 - Use of third-party or unapproved chargers
 - Improper storage (e.g. in high heat or humidity)
 - Failure to follow product charging instructions

General Exclusions:

- Accidental damage, abuse, misuse, or neglect
- Cosmetic wear and tear (e.g. scratches, scuffs, dents)
- Water damage unless the product is specifically rated as waterproof
- Damage from use in extreme environments (dust, heat, chemicals) outside intended specifications
- Modifications, repairs, or tampering by unauthorized persons
- Commercial or industrial use, unless the product is specified as suitable for such use

How to Make a Warranty Claim

Website Customers

To make a warranty claim, please file a claim on the Unilite website under MY Account > Returns. You will be able to track your Return for the full journey and view existing returns.

We may ask you to return the item for inspection. If your claim is accepted, we will repair or replace the product at no cost to you. Shipping fees for returns may be your responsibility unless the item is confirmed as faulty.

Business/Distributor Customers

To make a warranty claim, please file a claim through the Unilite support email address Support@unilite.co.uk

We may ask you to return the item for inspection. If your claim is accepted, we will repair or replace the product at no cost to you. Shipping fees for returns may be your responsibility unless the item is confirmed as faulty.

Distance Selling – Additional Right

If bought **online through our website**, customers also have a **14-day cooling-off period** (Consumer Contracts Regulations), during which they can return the item **for any reason**, even if it's not faulty.

When Customers Are Entitled to a Refund

1. Within 30 Days of Delivery – Full Refund (Short-Term Right to Reject)

If a product is:

- Faulty
- Not as described
- Not fit for purpose

You have the **right to reject it and get a full refund** within **30 calendar days** from receiving the goods.

Important: This is a strict deadline. After 30 days, customers lose the automatic right to a full refund and move into the repair/replace phase.

2. After 30 Days but Within 6 Months – One Repair or Replacement Attempt

If a fault is discovered **after 30 days but within 6 months**, the customer must allow Unilite **one opportunity to repair or replace the item**.

If the repair or replacement is:

- **Impossible**
- **Unsuccessful**
- **Not provided within a reasonable time**

then the customer can **reject the goods and request a refund**. Use may be deducted for use if it's after 30 days.

Your Legal Rights

This warranty is **in addition to** your legal rights under the **Consumer Rights Act 2015**. Nothing in this warranty affects your statutory rights.

For more information, visit:

<https://www.gov.uk/consumer-protection-rights>

GENERAL ADVICE & INFORMATION

We recommend using high quality alkaline batteries in our disposable battery products and advise not to use zinc-carbon batteries as they are more prone to leaking.

Do not use batteries of different brands or mix old and new batteries.

Battery life is affected by different battery brands, different ambient temperatures and different lighting modes.

Do not use products in extreme cold or hot environments.

Take care not to let lenses come into contact with hard/sharp objects. Damage to the lens will affect the light output.

If you are not using a product for long periods of time (3 weeks or more), remove disposable batteries to prevent battery leakage and battery depletion.

If you have a rechargeable item, make sure you use the correct charger that came with the product, any other WILL damage your product due to differing voltages etc.

Make sure you charge and discharge a rechargeable product every 3-6 months. This keeps the battery in good condition.

Before a product is used be sure to read the manual carefully for any instructions or maintenance guidance.

BATTERY LEAKAGE is a white or pale grey residue, sometimes dry sometimes wet, and can be caused by:

- repetitive temperature changes
- leaving batteries inside an unused product for a period of time, or a product that has been left turned on when not in use (in a toolbox for example). If left for a long time the batteries can actually become fused inside the product. We

are NOT the 'manufacturer' of disposable batteries that come with our products and are therefore not liable for battery leaks.

This warranty **DOES NOT** cover:

- battery leaks
- incorrect charger being used
- normal wear and tear
- modifications or alterations
- poor storage
- poor maintenance
- damage due to accident or negligence
- damage due to use of product for which it is not designed
- abuse / theft / loss

If you have any questions or need help verifying warranty eligibility, feel free to contact our support team.