**GUARANTEE TERMS AND CONDITIONS**

for products: *OSRAM Automotive Aftermarket*

Thank you for choosing OSRAM products. We are committed to ensuring the highest quality and reliability of our solutions. To provide you with efficient and transparent after-sales support, we hereby set out the guarantee terms and conditions and a standardized procedure for submitting guarantee claims.

Information on whether a specific product is covered by the guarantee, as well as the applicable guarantee period, can be found in the product-specific guarantee information provided to the purchaser before the purchase is completed and made available no later than upon delivery together with this guarantee statement.

Product-specific guarantee information is also available online under: Automotive guarantees | OSRAM Automotive

## I. General Information

The guarantee is granted by OSRAM GmbH, Marcel-Breuer-Straße 4, 80807 Munich, Germany (hereinafter referred to as "OSRAM GmbH" or the "Guarantor"). This Guarantee applies only in the countries listed on the OSRAM Automotive website: Country list for guarantees | OSRAM Automotive

Buyer / Beneficiary of the Guarantee: The guarantee is granted exclusively to a consumer, i.e. a natural person acting for purposes which are wholly or mainly outside that person's trade, business, craft or profession.

## II. Guarantee and Statutory Rights

If the goods do not conform with the contract of sale, the Buyer is entitled to statutory remedies against the seller, free of charge, in accordance with applicable law.

Buyer's statutory rights in respect of defects are neither excluded nor restricted by this guarantee. Buyer may exercise rights under this Guarantee independently of any statutory warranty rights available to Buyer.

## III. Scope of the Guarantee

The guarantee covers the retention of the product's required functions and performance throughout the guarantee period, provided that the product is used as intended, under normal conditions and for non-commercial purposes. A claim under this guarantee may arise in particular in the event of:

(a) material or manufacturing defects that result in the product not retaining its required functions or performance during the guarantee period when used as intended, under normal conditions and for non-commercial purposes;

(b) defects in workmanship resulting solely from irregularities in the manufacturing process, which impair or prevent the proper functioning of the Product in accordance with its technical specifications.

Based on these guarantee terms and the information and materials submitted with the claim, the Guarantor will assess whether the product failed to retain its required functions or performance during the guarantee period when used as intended, under normal conditions and for non-commercial purposes, and whether the claim falls within the scope of this guarantee.

The Guarantee period begins on the date of purchase indicated on the proof of purchase. The applicable guarantee period for each product is specified in the product-specific guarantee information provided to the purchaser before the purchase is completed and made available no later than upon delivery together with this guarantee statement.

Product-specific guarantee information is also available online under: Automotive guarantees | OSRAM Automotive

The Guarantee does not cover defects or damages resulting in particular from:

(a) Defects and damage that are not directly resulting from a defect in materials or workmanship arising from the manufacturing process.

(b) Mechanical damages.
(c) Improper installation, assembly, maintenance or use contrary to the manufacturer's instructions.
(d) Improper storage or use not in accordance with the intended purpose.
(e) Transport-related damage.
(f) Any interference, repairs or modifications carried out by unauthorized parties.
(g) Use of the Product in combination with components for which it is not intended.
(h) Force majeure events and external factors, including accidents, impacts, moisture, chemicals, extreme temperatures or other environmental conditions.
(i) Normal wear and tear and any deterioration in performance due to age or use.
(j) Improper power supply.
(k) Use of the Product for commercial or professional purposes (unless expressly intended for such use).
(l) Use of the Product beyond its declared service life (if specified);
(m) Claims for which no proof of purchase or other required documentation is provided.

## IV. Guarantee Claim Procedure (Standardized)

Online Submission: To submit a Guarantee claim, the Buyer shall complete the online claim form available at Contact us for quality claims

Guarantee Remedy: If the claim is accepted, the Guarantor will replace the Product with a new or equivalent Product free from defects. This Guarantee does not provide for any repairs. Exercising the rights under this Guarantee is free of charge for the Buyer. The Guarantor shall bear any necessary costs, in particular shipping, transport, labour and material costs.

Ownership of replaced Items: replaced products and/or parts shall become the property of the Guarantor.

Contact for Claims Process: Contact us for quality claims

## V. Final Provisions

To the extent not regulated herein, applicable law shall apply, in particular, the provisions governing rights in respect of defects and statutory warranty rights.

Any information published online regarding products and guarantee periods is provided solely as supplementary information.

The Guarantee Statement made available to the Buyer on a durable medium no later than upon delivery sets establishes the scope of this Guarantee.

If this Guarantee statement is made available in another language, that language version is provided for convenience only. Buyer's mandatory rights under applicable law shall remain unaffected.

This document applies to the following products: automotive light sources, LED headlamps, daytime running lights and accessories.

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