



Tala Warranty Policy

1. SCOPE

This Warranty applies to all Tala products, including LED lamps and luminaires, and is subject to the terms and conditions set out below.

The following products are excluded from this Warranty:

- Bespoke or custom-built units
- Partnership or co-branded products
- Samples and sample sale products
- Products sold under separate or specific warranty terms

2. DURATION

Tala warrants that each Product will be free from defects in material and workmanship during the warranty period, subject to compliance with the terms set forth herein.

The warranty period begins on the date of the invoice or proof of purchase and lasts for:

Product Type	Standard Warranty	Extended Warranty
All Products (LED Lamps, Luminaires, Battery Products)	2 Years	3 Years (upon registration or purchase directly from tala.co.uk , eu.tala.co.uk , or talalighting.com)

To qualify for the extended warranty, customers must register their product via the Tala Warranty Sign-Up Form or QR code included with their product. Customers who have purchased directly from an official Tala site (listed above) will be automatically enrolled in the extended warranty. Automatic enrolment applies to purchases made on or after November 1st 2025.



3. THE TALA WARRANTY

Tala will, at its discretion:

- Repair or replace the defective product with an equivalent model, or
- Refund the original purchase price of the defective product.

Replacement products will be covered for the remainder of the original warranty period.

The Warranty only applies if all of the following conditions are met:

- The fault is due to a manufacturing defect and not normal wear, end-of-life use, or accidental damage.
- The product has been installed and used in accordance with the technical specifications, data sheets, and installation instructions supplied by Tala.
- The installation was carried out by a qualified professional where required.
- No unauthorised modification has been made to the product.
- Proof of purchase is available and payment has been made in full.
- The product has not been used in an application or environment exceeding its rated performance or intended use.

4. HOW TO MAKE A CLAIM

To make a warranty claim, please follow the process below:

1. Contact Tala Customer Service at hello@tala.co.uk with details of the fault, proof of purchase, and supporting photographs.
2. Report timing:
 - For direct online purchases: within 30 days of discovering the fault.
 - For trade or distributor purchases: within 72 hours of discovery.
3. Return or inspection:

Tala may request the product to be returned for inspection, or a Tala representative may need access to the installation site.

If insufficient information is provided to assess the claim, Tala reserves the right to request additional documentation or access before determining eligibility.



5. IMPLEMENTATION OF THE WARRANTY

Once a claim has been validated, Tala will:

- Repair or replace the defective product or issue a refund equal to the purchase price.
- Provide a replacement of the same or equivalent specification if the original product is unavailable.

Tala will bear reasonable freight costs associated with approved replacements but will not cover costs related to:

- Removal, reinstallation, or labour;
- Testing, handling, or site visits for claims that are not justified.

6. FAIR USE POLICY

Tala products are designed for longevity within reasonable usage limits.

Product Type	Rated Lifetime / Cycles	Fair Use Guidance
LED Lamps	15,000–30,000 hours	Coverage applies where the product has not reached its rated lifetime.
Battery Products	500 charge cycles	Coverage applies where the product has not reached typical battery life expectancy.

Tala reserves the right to decline warranty claims where there is reasonable evidence that the product has reached or exceeded its rated lifetime, or where it has been used in high-usage commercial or industrial environments (e.g., hospitality, retail, offices).

This Warranty is intended primarily for residential or light commercial applications.

7. LEGAL PROVISIONS

7.1 Investigation and Cooperation

Tala reserves the right to request reasonable access, documentation, or evidence necessary to assess the validity of any warranty claim. Failure to cooperate or provide sufficient information may result in



denial of the claim. Tala may engage third-party specialists to inspect or test the product to determine the cause of failure.

7.2 Fraud and Misuse

Tala reserves the right to reject or withdraw warranty coverage if, in its reasonable opinion, the claim is fraudulent, misleading, or results from improper use, modification, or installation of the product.

7.3 Limitation of Liability

To the maximum extent permitted by law, Tala's liability under this Warranty shall be limited to the repair, replacement, or refund of the purchase price of the defective product. Tala shall not be liable for any indirect, consequential, or incidental damages, including but not limited to loss of profit, loss of use, or third-party claims.

7.4 Non-Transferability

This Warranty applies only to the original purchaser and is not transferable to any subsequent owner, reseller, or transferee unless otherwise agreed in writing by Tala.

7.6 Consumer Rights

This Warranty is in addition to, and does not affect, your statutory rights as a consumer under applicable consumer protection laws.

7.5 Governing Law and Jurisdiction

This Warranty and any dispute arising from it shall be governed by and construed in accordance with:

- For customers in the United Kingdom: the laws of England and Wales.
- For customers in the European Union: the laws of the Netherlands.
- For customers in the United States: the laws of the State of New York.

8.0 CONTACT

For any further information or to initiate a warranty claim, please contact:

 hello@tala.co.uk

 tala.co.uk

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