

The logo for TONONE, featuring the word "TONONE" in white, uppercase, sans-serif font, centered within a solid black rectangular background.

## Warranty

Our lamps are made to be enjoyed for a long time. We care about our products and therefore also do our best to deliver them to you in top condition.

However, it can sometimes happen that an order breaks during transport or that something else happens that you can claim under warranty. From a legal point of view, you are obliged to report this to us within two months of discovering the defect. If the defect falls within the warranty, we will arrange for repair or replacement free of charge.

With normal use\*, we provide a 2-year warranty on all our products. We will resolve any manufacturing defects. Of course, we will assist with any well-founded complaint if your purchase does not last as long as you should expect.

Tonone can choose to repair the lamp free of charge, to send a replacement lamp, to give you a replacement part or to refund the purchase amount.

If a lamp is defective, you can of course always contact us. We strive to resolve the defect as soon as possible.

\*with normal use: by this we mean that you use our lamps for their intended use and that you do not tinker with the lamp yourself, make no changes to it or carry out repairs yourself.

Has the warranty period expired or was the problem caused through your own use? Please contact us anyway. It may be possible to repair the lamp. We are happy to check if we can help you in any way.

### **Have you bought a Tonone lamp from one of our dealers?**

Then contact this dealer. Please also bring the valid proof of purchase. They will be happy to help you.

### **Complaints**

It can always happen that something does not go quite as planned. You can make your complaint known by emailing [info@tonone.com](mailto:info@tonone.com). Of course you can also contact us by telephone on the number 085-7821333. We are happy to look for a suitable solution. We aim to resolve the complaint as soon as possible.