

Warranty Management: Protecting your investment

We pride ourselves on working closely with manufacturers to deliver quality products. When you work with Mosaic Eins, you can be sure that every detail has been addressed so that you can focus on keeping your business moving forward.

All lighting fittings are supplied with a minimum 2 years warranty.

For extended warranties please refer to the manufacturer's listing below.
For specific project warranties, please contact your local sales person or email at service@mosaiceins.com.

Mosaic Eins's complete responsibility under this Warranty is bounded by the cost of repair or replacement of the faulty product. Please note that the warranty does not cover removal or reinstallation of the product or that part of the product that you deem defective.

Loss or damage caused by wear and tear, misuse, incorrect installation or operation, failure to clean and maintain, inaccurate voltage or illegitimate electrical connections, adverse external conditionals (such as power surges and dips, acts of God, exposure to excessive heat, flooding, corrosive chemicals or abrasive cleaning products, insect or vermin infestation), use of unauthorized or defective parts, or to items that have been repaired other than Mosaic Eins or a repairer approved by Mosaic Eins, are all not covered by this warranty.

For as long as the products are properly stored, installed, used and maintained in a way that follows the instructions in their manual, all supplied products are warranted for the warranty period starting from the date of the delivery of the product.

Manufacturers Warranties:

Acolyte: See Manufacturers website <https://www.genledbrands.com/acolyte/resources/product-warranty>

Ansorg: See Manufacturers website <https://ansorg.com/en/service-consulting/promise-of-quality/warranty/#/>

Clear: 3 Years

Flos: See Manufacturers website <https://flos.com/downloads/guarantees/>

Hunza: See Manufacturers website <https://hunzalive.com/downloads/warranty-osyzh.pdf>

Jung: See Manufacturers website <https://www.jung.de/en/627/downloads/terms-and-conditions-of-sale-and-supply/>

Luce & Light: See Manufacturers website <https://www.lucelight.it/en/servizi.php>

Luci: 2 Years

LuxR: See Manufacturers website <https://luxrled.com/warranty>

Prolight: 1 Year

RCL: 5 Years

SLV: See Manufacturers website https://www.slv.cloud/de_en/service/downloads

Soraa: See Manufacturers website <https://www.soraa.com/soraahome/warranty.php>

Wever & Ducre: See Manufacturers website

[https://www.weverducre.com/downloads/EN_Downloads/Terms%20+%20Conditions/Terms%20+%20Conditions%20International%20\(EN\).pdf](https://www.weverducre.com/downloads/EN_Downloads/Terms%20+%20Conditions/Terms%20+%20Conditions%20International%20(EN).pdf)

Wibre: See Manufacturers website <https://www.wibre.de/en/warranty.html>

XAL: See Manufacturers website <https://www.xal.com/en/guarantee/>

Zico: See Manufacturers website <https://www.zico.lighting/warranty>