



Light is OSRAM

# Warranty claim?

Did you experience a defect during the guarantee period?  
We are sorry because this does not coincide with our quality standards.

To resolve the problem, you can of course approach your dealer  
– or optionally you may contact us.

In the latter case, it takes just five simple steps to get a replacement:

1. Pack the lamp securely for transport. Use the original packaging if you still have it. Just wrap a few pages of newspaper around the lamp to provide some protection.
2. Include the receipt or invoice in the package (either the original or a copy) if you still have it.
3. Place the completed customer complaint form (or a legibly written letter that contains your address, telephone number and a brief description of the problem) into the carton.
4. Seal the package and address it to us. You will find the address for returns in your country on [this list](#).
5. Send the package to us – please affix correct postage. We will take care of the problem as quickly as possible!



Do you have questions?

E-Mail: [AUG\\_CQM\\_TEAM@osram.com](mailto:AUG_CQM_TEAM@osram.com)



For returns related to an OSRAM warranty claim, please use this address label.

Sender

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To  
OSRAM

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# Warranty claim form / guarantee

for non-commercial customers

Please send together with the defective light source (lamp) to OSRAM – go [here](#) to obtain the address in your country.

Second name / first name: \_\_\_\_\_

Street: \_\_\_\_\_

Zip Code / City: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Email: \_\_\_\_\_

OSRAM has already been contacted.

on: \_\_\_\_\_ with: \_\_\_\_\_ Processing number: \_\_\_\_\_

Type of lamp: \_\_\_\_\_ Amount: \_\_\_\_\_ pieces

Reason for complaint: \_\_\_\_\_

Date of initial use: \_\_\_\_\_ Date of defect: \_\_\_\_\_

### Operational environment (optional):

Room / application: \_\_\_\_\_ (living room, hallway, outside area, etc.)

Number of operating hours / days approximate: \_\_\_\_\_ hours

Switching frequency / days approximate: \_\_\_\_\_ times

Switching by:

<input type="checkbox"/> Light switch, on / off	<input type="checkbox"/> Dimmer
<input type="checkbox"/> Motion sensor	<input type="checkbox"/> Time switch
<input type="checkbox"/> Photoelectric switch	<input type="checkbox"/> Other: _____

Number of light sources per luminaire: \_\_\_\_\_ pieces

### Additional information (optional):

(unusual temperatures, vibrations, high humidity, voltage level, etc.)

### An excerpt from the guarantee's terms and conditions:

(For details, see <http://www.osram.com/guarantee>)

Should a lamp covered by the OSRAM guarantee become defective during the warranty period, the buyer shall receive a free replacement. To receive the replacement, the buyer should send the defective lamp and a copy of the receipt in a package with sufficient postage to OSRAM. The guarantee does not cover commercial uses and applies only to Europe. Statutory guarantee claims are not affected by this guarantee and shall apply independent from it and in parallel.