

PRODUCT WARRANTY

NEKO provides high quality European design LED luminaires and shares the philosophy of “THINK DESIGN” with all the customers. Therefore, NEKO is in the position to offer a full 5-year guarantee on all the NEKO products operated according to NEKO specification.

If a LED luminaire fails (due to product fault) within the guarantee period from the purchase date, the purchaser will receive a replacement free of charge. The faulty product must be sent to NEKO and the postage will be paid by NEKO.

NEKO reserves the right to make the final decision on the validity of any guarantee claim. Therefore it is necessary to return the defective LED luminaire.



NEKO Lighting AG

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NEKO Lighting AG
Kreuzstrasse 2
CH-8008 Zürich
Tel.: +41 44 404 22 22
www.nekolighting.com