



Warranty

Quality Guarantee

Warranty and Obligation

Indoor Lighting Fixtures

Period Length and Included in Warranty

Kuzco Group warrants to the first non-dealer purchaser on its products for 1 year from the date of purchase and 5 years on LED components. Kuzco is responsible to provide necessary part(s) and is not reliable for any labor charges included.

For our non-Stainless Steel fixtures, although Alora uses appropriate grades of Aluminum Alloy selected and engineered for endurance, some fading or chalking is considered normal.

Stainless steel finishes are warranted for lifetime, under normal use to the first non-dealer purchaser.

Indoor and outdoor fixtures utilizing LED arrays (multiple discrete LEDs mounted upon a single LED circuit board) are not considered to be defective until more than one (1) in ten (10) of the total quantity of LEDs fails to illuminate.

Not Included in Warranty

Excluded from warranty are all halogen, xenon, fluorescent and incandescent bulbs and any 3rd party component that carries its own manufacturer's warranty.

This warranty shall not apply to products that have been altered, improperly installed, mishandled, or misused. Notice of a defect in writing must be received by Alora within five (5) years from the date of

purchase (or period outlined by sales material).

Details

Alora's product warranty applies only to purchases from Alora's authorized distributors. All warranty claims must be filed through the distributor from which the item or items were originally purchased.

If a product is defective all efforts will be made to correct the problem at the first non-dealer purchaser's location. If the problem cannot be resolved on-site an RMA number will be issued.

Alora's obligation is expressly limited to repair or replacement, without charge, at Alora's chosen location after prior written return authorization has been granted. The customer is responsible for any cost of removing the old product, installing a new product and any other incurred costs. Alora's obligation under this warranty shall not extend beyond the distributor's initial purchase price of the product and accordingly any consequential damages or labor costs arising out of a defect are expressly excluded.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

Outdoor Lighting Fixtures

Period Length

Outdoor integrated LED fixtures with painted finishes are warranted for two (2) years. Outdoor socket-based fixtures are warranted for one (1) year. Stainless steel finishes are warranted for lifetime, under normal use to the first non-dealer purchaser. Marine Grade finishes are warranted for a period of five (5) years, under normal use to the first non-dealer purchaser.

Included in Warranty

Alora warrants to the first non-dealer purchaser of any of its products that they are to be free from defects in material and workmanship.

Indoor and outdoor fixtures utilizing LED arrays (multiple discrete LEDs mounted upon a single LED circuit board) are not considered to be defective until more than one (1) in ten (10) of the total quantity of LEDs fails to illuminate.

Not Included in Warranty

Excluded from warranty are all halogen, xenon, fluorescent and incandescent bulbs and any 3rd party component that carries its own manufacturer's warranty.

This warranty shall not apply to products that have been altered, improperly installed, mishandled, or misused. Notice of a defect in writing must be received by Alora within five (5) years from the date of purchase (or period outlined by sales material).

Any damage due to coastal conditions such as corrosion and/or deterioration is considered “normal wear” for that environment. Therefore, any finish claim due to coastal environment conditions is not applicable to Alora’s warranty.

Details

Alora’s product warranty applies only to purchases from Alora’s authorized distributors. All warranty claims must be filed through the distributor from which the item or items were originally purchased.

If a product is defective all efforts will be made to correct the problem at the first non-dealer purchaser’s location. If the problem cannot be resolved on-site an RMA number will be issued.

Alora’s obligation is expressly limited to repair or replacement, without charge, at Alora’s chosen location after prior written return authorization has been granted. The customer is responsible for any cost of removing the old product, installing a new product and any other incurred costs. Alora’s obligation under this warranty shall not extend beyond the distributor’s initial purchase price of the product and accordingly any consequential damages or labor costs arising out of a defect are expressly excluded.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

Kuzco Group Ceiling Fan Lifetime Limited Warranty

Kuzco Group products are warranted against defects in materials and construction, subject to conditions and exclusions, for a period of two (2) years from the date of product shipment to the customer. Kuzco Group warrants the original owner that the motor in the fan will be free from defects for the lifetime of the fan. This warranty does not apply to fans which have been damaged because of improper installation, removed from the original installation or subjected to use for which the fan was not designed. The customer is responsible for any cost of removing the old fan, installing a new fan or any other costs. This limited lifetime warranty is in lieu of all other expressed warranties. Kuzco Group shall not be liable for any incidental or consequential damages.

Below is a detailed list of items warranted:

PART	RESIDENTIAL USE	COMMERCIAL/HOSPITALITY USE
Motor	Lifetime	Lifetime
Integrated LED Components	5 Years	3 Years
LED Bulbs	3 Years	1 Year

Blades, Controls, Switches, Capacitors, Hardware	1 Year	1 Year
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What is covered?

- Parts that arrive damaged
- Parts missing from the box
- Parts that do not function properly
- Parts that have ceased proper functioning within warranty limits

What is not covered?

- Installation costs
- Parts worn down with regular usage
- Parts damaged in installation
- Modified parts
- Parts out of warranty

WARRANTY APPLIES ONLY TO ORIGINAL PURCHASER FROM AN AUTHORIZED KUZCO GROUP DISTRIBUTOR.