

# LIMITED PRODUCT WARRANTY

Thank you for purchasing product(s) from Quoizel, Inc. Quoizel is dedicated to providing our customers with an outstanding lighting experience. Our comprehensive product coverage is reflective of our commitment to our customers' ongoing satisfaction.

Quoizel warrants all its products to be free from defects in material and workmanship, subject to certain conditions and exclusions. Quoizel products have the following warranties applied from the date the Product was shipped to the original end use purchaser:

## INDOOR LIGHTING FIXTURES

Electrical Components	1 year
Integrated LED - Residential	5 years
Integrated LED - Commercial/Hospitality/Multifamily	3 years
Finish	1 year
Included Bulbs	Not Covered

Indoor fixtures are constructed for indoor use only. If these fixtures are installed outside and exposed to the elements, it is likely the finish will change due to this exposure. Please be aware that installing an indoor fixture outside will void the complete manufacturer's warranty.

## INDOOR FIXTURE FINISH CARE & CLEANING

Care & Cleaning: Care for finishes requires only periodic cleaning with a soft, dry cloth. Any mild non-abrasive soap or solvent-based chemical should NOT be used to clean surface or glass of product, as this will cause discoloration. See full care and maintenance instructions [here](#).

## OUTDOOR LIGHTING FIXTURES

Electrical Wiring and Sockets	1 year
Integrated LED - Residential	5 years
Integrated LED - Commercial/Hospitality/Multifamily	3 years
"Armour" Finish	5 years
Finish	2 years
Included Bulbs	Not covered

## FINISH WARRANTY EXCLUSIONS

### Outdoor Finishes:

Finishes for fixtures installed outdoors are subject to change due to prolonged exposure to sunlight, pollutants and other environmental conditions. Metal finishes on outdoor fixtures will naturally mature over time, changing in appearance and creating a living finish. Painted finishes on outdoor fixtures may naturally fade over time, depending on the fixture's exposure to the outdoor elements. Thus, any claim for fading, discoloration or "patina" of a finish on an outdoor fixture is not applicable to the above warranty. See the "Finish Care & Cleaning" instructions below for proper care and maintenance of your fixture.

### Coastal Environments:

The environment within 10 miles of a seacoast can be extremely corrosive. Even with the appropriate maintenance, products installed in this environment will typically deteriorate more quickly than products installed in a less severe

environment. Some corrosion and/or deterioration is considered "normal wear" in this environment. Thus, any claim for finish failures or for corrosion of other components due to coastal environment conditions is not applicable to the above warranty.

## OUTDOOR FIXTURE FINISH CARE & CLEANING

Initial care for finishes requires only periodic cleaning with a soft cloth, dampened with water. A mild non-abrasive soap may be used along with a soft cloth and water if the fixture is very dirty. Care should be taken to avoid abrasive materials and strong cleaning agents, as they will quickly destroy the protectant.

## PROOF OF PURCHASE

Please save your store or online receipt as proof of purchase, as our Limited Warranty only applies to products which were purchased from an authorized Quoizel store or dealer.

## WHAT IS COVERED

Quoizel will, at its election, replace or make appropriate adjustment where quality inspection discloses any such defects that are found occurring from normal use within the warranty time-period as stated above.

## WHAT IS NOT COVERED

The following costs, expenses and damages are not covered by the provisions of this limited warranty:

- Labor costs including, but not limited to, such costs as the removal and reinstallation of product
- Shipping and freight expenses required to return product to Quoizel
- Any or all light bulbs (lamps)
- Issues with natural stone and glass color or textural variations as these are inherent attributes of the materials used in this product

## ORIGINAL USER

All warranties only apply to the original end use purchaser and original installation of products. This warranty is not transferrable.

## THE REQUIREMENTS OF THIS WARRANTY DO NOT APPLY TO PRODUCTS:

- Used for purposes for which are altered from its original design
- Which have been subjected to alteration, misuse, negligence or accident
- Which have been improperly stored, installed, maintained or operated
- Which have been used in violation of written installation guidelines by Quoizel, such as installing in opposite position of what is outlined in the guidelines
- Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents, chemicals or abrasive cleaning techniques

## THE WARRANTY DOES NOT APPLY IF:

- The original bill of sale, delivery date or product number cannot be verified
- The product is not in the possession of the original end use purchaser
- The caution label on the product has been removed

## OBTAINING WARRANTY SERVICE

At Quoizel, our goal is to provide you with exceptional product and service. We have worked for over 80 years training employees in your market. If you experience a problem with your Quoizel product, please contact your place of purchase to submit your warranty request.

Although Quoizel does not sell directly to consumers, if your place of purchase is closed or no longer in business, you can submit your warranty request by contacting us at one of the following

Website: <https://quoizel.com/contactus/>

Email: [cs@quoizel.com](mailto:cs@quoizel.com)

Phone: [843-553-6700](tel:843-553-6700)

Quoizel, Inc.

Mail: Attn: Customer Service Department  
6 Corporate Parkway  
Goose Creek, SC 29445