

## **WARRANTY**

### **Lighting Fixture Warranty**

Tech Lighting lighting fixtures, components, and electronic products, when properly installed and under normal conditions of use, are warranted to be free from defects in materials and workmanship for one year from date of sale. Products with dedicated LEDs are warranted for five years. Products with Tech Lighting LED bi-pin modules have a five-year warranty on the LED bi-pin module and one year from the date of sale on the remaining fixture parts. ENERGY STAR® qualified products are warranted for three years.

### **Outdoor Lighting Fixture Warranty**

Lighting fixtures installed outdoors are subject to change due to prolonged exposure to sunlight, pollutants and other environmental conditions. Metal finishes on outdoor fixtures will mature naturally over time, and change in appearance, creating a living finish. Painted finishes on outdoor fixtures may naturally fade over time, depending on the fixture's exposure to the outdoor elements. Therefore, any claim for fading, discoloration or "patina" of a finish on an outdoor fixture is not applicable after expiration of the fixture's warranty. Hanging outdoor fixtures are not meant for areas with high winds, which can cause damage to the fixture.

### **Coastal Environments**

The environment in the vicinity of a sea coast can be extremely corrosive. Even with appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in other, less severe environments. Corrosion and/or deterioration is considered "normal wear" in this environment. Therefore, any claim for finish failures or for corrosion of fixture components due to coastal environment conditions is not applicable to the fixture warranty unless otherwise stated in the product specific information.

Tech Lighting at their sole option will repair or replace, F.O.B. Factory, freight prepaid, any lighting product defective in materials or workmanship. Such replacement is the exclusive remedy against Tech Lighting should any of the products delivered prove defective.

To replace a product that has a warranted defect, the original purchaser must follow Tech Lighting's Return Policy and shall return any defective parts or products to the authorized dealer from which the product was purchased, along with proof of purchase and a description of the claimed product defect.

Any modification to a lighting product not made at the factory will void the products' safety listing (such as UL, ETL, etc. or other recognized laboratory) as well as the lighting warranty policy. Flood damage voids any and all warranty of lighting products. This warranty only applies when all components, including power supplies, have been provided by Tech Lighting. Substituting another manufacturer's product will render the warranty completely void. Upon confirmation of a defect or failure, at our discretion we will repair or replace the item or will refund your purchase price if repair or replacement is not possible or practical. Our warranty covers only the product itself; we will assume no liability for

labor costs, installation costs, or other losses. Your warranty rights will be honored only when the product has been installed and used properly. Tech Lighting will not repair or replace products damaged by improper use or faulty installation.

FOR BREACH OF ANY WRITTEN EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, THE CONSUMER IS LIMITED EXCLUSIVELY TO THE REMEDIES PROVIDED IN THIS WARRANTY. IN NO EVENT SHALL TECH LIGHTING BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

#### **RETURN POLICY**

Returned goods require an RGA (Returned Goods Authorization) number are subject to a restocking charge of 20%-100%. Please fax a request to your customer service representative, 847.410.4749 or email [returns@techlighting.com](mailto:returns@techlighting.com), for a number and be sure it is clearly marked on the outside of the carton. Product must be returned in salable condition within sixty days of RGA issuance for credit to be issued. The specific nature of the problem must be identified for any item returned as defective. Custom products and outdated or modified versions of catalogued items cannot be returned.

#### **BREAKAGE POLICY**

Please open and inspect all packages. Breakage must be claimed within 10 business days upon receipt for no charge replacement.