

Five-year Warranty



Terms and Conditions

The product is warranted against defects in material or workmanship for 5 years. The Kobi Electric 5 year warranty covers only the product itself and assumes no liability for installation costs, or other losses. The 5 year warranty does not cover failure caused by the following:

1. Improper installation or operation
2. Improper maintenance
3. Accidental damage, misuse or abuse of the product
4. External causes or natural disasters
5. Normal wear and tear
6. Minor aesthetic imperfections that do not affect functionality
7. Repairs or alterations to the product
8. Any use of the product in a way different for what the product was designed for

The warranty from Kobi Electric covers lumen maintenance and color shift as defined below:

Lumen Maintenance

Failure due to lumen maintenance is defined as lumen depreciation of greater than 30% for the life of the product. Lumen depreciation will be determined by measuring the lamp's current lumen output and comparing it to the lamp's initial lumen output at the time of manufacture.

Color Shift

Failure due to color shift is defined as any lamp that exceeds + or – 10% of the correlated color temperature (CCT) listed on the product packaging.

In Case of Breakage

All customer shipments leave our facility complete and in good working order. Customer must report any damage within 3 days of receipt of order to sales@kobielectric.com. Customer must retain damaged merchandise, packing and shipping containers until the claim has been settled. Damage in transit is the sole responsibility of the carrier, and any claims beyond the 3 day period will not be deemed valid by Kobi Electric. The above procedure must be followed or credit for the damaged merchandise cannot be given. All claims regarding shipment error must be made within 24 hours of receipt of merchandise. If any of Kobi Electric's products fail to meet the applicable warranty described above, Kobi Electric will correct the defect by shipping the purchaser replacement products with freight allowed to the destination. No products may be returned until the purchaser has contacted Kobi Electric and received a return authorization. The customer must retain the sales receipt from the original purchase in order to receive a replacement product. Upon receipt of a return authorization, the customer must send the defective product to Kobi Electric with freight paid by the customer.

Discover



Our unbeatable warranty