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OUR POLICIES & CONDITIONS OF PURCHASE

KLUS LED PROFILES, ACCESSORIES, LED FIXTURES

Klus Company warrants the LED Profiles, Accessories and Light Fixtures to be free from defects due to workmanship or material under normal use and service, for two (2) years from the initial ship date.

EXCLUSIONS AND LIMITATIONS

1) This Limited Warranty applies only to products manufactured by KLUS.
2) The Limited Warranty does not apply to any non-KLUS products even if packaged or sold with KLUS LED Fixtures.
3) Damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes;
4) Warranty is void when products are used in applications that they are not intended for.
5) Extreme heat or cold.
6) Exposure to liquid, chemicals
7) Connecting LEDs to the wrong Output Voltage
8) Improper connection of power supplies, LED products
9) Products damaged by connection to LED systems or components not purchased from KLUS
10) Improper selection of power supplies
    Example: Connecting 18W power supply to 20W Light Fixture

LED COMPONENTS

KLUS Company is a distributor only of LED Components, such as LED Ribbon Lights, Power Supplies. LED Components sold by KLUS are covered by manufacturers' warranties under which you may find remedy. The term of warranties will vary from factory to factory. Factories warrant their products to be free of manufacturing defects in material and craftsmanship for a period of time to be stated for each product.

RETURNS AND REFUNDS

All sales are final. Returns are accepted for the defective products at our opinion. Please contact us within seven business days upon receiving the shipment if there are any issues with the product. We can replace the product if claimed to be defective upon receiving. Our return inspection management will examine the cause of defects.
A copy of the invoice is required for warranty replacements.
RMA number must be generated by the customer prior to the return.
The RMA number must be referenced in the package of any returned product. Customers are responsible to check the shipment in the presence of the carrier. All claims for damaged to your shipment must be made with the carrier. Please keep all shipping cartons and packing materials for carrier inspection/pick up.

RETURNS AND REFUNDS ON CUSTOM ASSEMBLED FIXTURES

KLUS LED fixtures assembled according to the customer's requirements are not standard items. Parts are cut to order and assembled to the customers' requirements; therefore they do not qualify for a return or exchange. We highly recommend ordering a sample of a customized fixture for a mock up before ordering in high volume.

All sales are final for fixtures assembled to customer's individual requirements. Returns are accepted for defective products at our discretion.
Please contact us within seven business days upon receiving the shipment if there are any issues with the product. We can replace the product if claimed to be defective upon receiving. Our return inspection management will examine the cause of defects.
A copy of the invoice is required for warranty replacements.
RMA number must be generated by the customer prior to the return.
The RMA number must be referenced on the package of any returned product. Customers are responsible to check the shipment in the presence of the carrier for any damages. All claims for damages to your shipment must be made with the carrier. Please keep all shipping cartons and packing materials for carrier inspection/pick up.

SHIPPING COSTS AND CLAIMS

Shipping costs are the responsibility of the customer. Damage during shipping is not covered under the limited warranty.
We ship by UPS Ground, FedEx Ground unless otherwise noted in writing. All claims for merchandise delayed, lost or damaged in transit are the responsibility of the carrier. All the shipping damages must be reported within 24 hours to the shipping carrier in order to establish a claim. Claims for more than US$100 must be in writing. All shipping cartons and packing material must be kept for carrier inspection.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, KLUS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION;