

## **LIMITED WARRANTY FOR CIVILIGHT LED LAMPS**

This limited warranty covers all Civilight North America ('Supplier') LED Lamps sold in North America in its original unopened condition. Supplier warrants that all product, when delivered in unopened and original packaging, will be free of defects in material and workmanship for the time periods listed below for each product family. Supplier will make the final determination of whether the product will be classified as defective based on conditions and performance of the product.

To submit all warranty claims, customers should notify Civilight as soon as possible of the suspected non-conformance by submitting proof of purchase (such as invoice or other receipt), product part number and date purchased via email at [warranty@civilight.com](mailto:warranty@civilight.com) or in writing to Civilight North America, 522 Buxton Grant Drive, Cary, NC 27519. If total invoice costs of product is greater than \$200, an RMA (Return Material Authorization) number will be provided, and the purchaser must return the defective product within 30 days of receipt of this RMA number.

If Supplier determines the product is defective, Seller will refund the purchase price of the defective product, repair or replace the product at Seller's sole discretion. This limited warranty does not cover product damage or failures caused by improper installation or maintenance, acts of God, vandalism, fire, corrosive environments, improper power supplies or power surges, alterations or failure to follow installation, operating, maintenance or environmental instructions provided by Supplier or applicable electrical codes. Product must always be used for the purpose for which the product was designed or this limited warranty is void.

The foregoing limited warranty provisions shall constitute the exclusive remedy of the purchaser and represents the sole liability of Civilight North America for all claims. In no event will Civilight North America be liable for any consequential, incidental, compensatory, indirect or other special damages. Supplier's aggregate liability shall in any event be limited to the published purchase price for that defective product.

### **Products covered under Civilight North America's Five (5) Year limited warranty period:**

Architectural Series and Professional Series LED Linear Tubes.

Architectural Series and Professional Series PAR Lamps.

Architectural Series and Professional Series BR Lamps.

Architectural Series and Professional Series A19 Lamps.

Architectural Series and Professional Series LED Downlights.

### **Products covered under Civilight North America's Three (3) Year limited warranty period:**

Commercial Series PAR Lamps.

MR16 and GU10 Lamps.

Candelabra Lamps.