

OUR WARRANTY

We take pride in our products and want you to feel we have your back.

All LED Drivers

AC Electronics, (ACE), warrants to the purchaser that each LED Driver will be free from defects in material or workmanship for a period of 5 years when operated at max case temp of up to <75°C; 3 years from date of manufacture when operated at a max case temp of up to 90°C when properly installed and under normal conditions of use.

All LED Retrofit Kits

AC Electronics, (ACE), LED Retrofit Kit warranty is only valid when it is used in fixtures it was designed to be used in or approved by AC Electronics. Any other use in any other fixture assembly or use with non-ACE specified or supplied components will void this warranty. ACE. warrants to the purchaser that each LED Retrofit Kit will be free from defects in material or workmanship for a period of 5 years from date of manufacture, when operated at a maximum ambient temperature of 110°F or 45°C, when properly installed and under normal conditions of use. The warranty is pro-rated for a set period of time. If there is a replacement or repair during that time it will only be warranted to the stated original period.

All LED Modules

AC Electronics, (ACE), warrants to the purchaser that each LED module will be free from defects in material or workmanship for a period of 5 years from the date of manufacture when operated at a temperature of less than or equal to the specified "Board Temperature for Life Rating" in the specification when properly installed with an appropriate heat sink and under normal conditions of use. This warranty is also qualified by any specific condition as identified in the spec sheet such as "when used with a recommended AC Electronics Driver."

All Emergency Back-up LED Drivers

AC Electronics, (ACE), warrants to the purchaser that each Emergency Back-up LED Driver will be free from defects in material or workmanship for a period of 5 years when operated at max case temp of up to <60°C; 3 years from date of manufacture when operated at a max case temp of up to 66°C when properly installed and under normal conditions of use.

Limited Warranty

AC Electronics, 3401 Avenue D, Arlington, TX. 76011, (hereinafter called “ACE”) warrants to the purchaser that its lamp ballasts, LED drivers/power supplies, LED Retrofit Kits and LED Modules (hereinafter called “Lighting Product[s]”) will be free from defects in material and workmanship for the specified warranty periods beginning from the date of manufacture. The warranty period and the manufactured date is printed on the Lighting Product label.

If it appears within the specified warranty period, written on all specification sheets, that any ACE Lighting Product does not meet the warranty specified above, ACE, at its option, will either repair or replace the Lighting Product at ACE’s expense. ACE extends this limited warranty to the original or first end-user purchaser only. This warranty is conditional based upon proper storage, installation, use and maintenance.

The warranty excludes damage resulting from improper installation or damage caused by fire or severe weather conditions including, but not limited to, lightning and storms. Evidence of direct exposure to water on the failed units voids the warranty.

This warranty is not applicable to, and ACE makes no warranty whatsoever with respect to, any Lighting Product not installed and operated in accordance with the National Electric Code (NEC), the Standards for Safety of Underwriters Laboratories, Inc. (UL), Standards for the American National Standards Institute (ANSI) or, in Canada, the Canadian Standards Association (CSA). Nor is this warranty applicable to any Lighting Product which has not been installed and operated in accordance with ACE’s specifications and connection diagrams or Lighting Products which have been subjected to abnormal operating conditions. This includes, but is not limited to, excessive temperatures as specified in ACE’s published literature. The conditions for any tests (to be) performed on Lighting Products which are claimed to have not performed in accordance with the terms of the warranty shall be mutually agreed upon in writing and ACE may be represented at any such tests. **NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY BEYOND THE AFOREMENTIONED WARRANTY PERIOD.** The foregoing warranty is exclusive of all other statutory, written or oral warranties and no other warranties of any kind, statutory or otherwise, are given or herein expressed. This warranty sets forth ACE’s obligations and responsibilities regarding its Lighting Products and is the exclusive remedy available to the claimant.

LIMITATIONS OF LIABILITY. Under no circumstances, whether as a result of breach of contract, breach of warranty, tort, strict liability or otherwise, will ACE be liable for consequential, incidental, special or exemplary damages, including, but not limited to, loss of profits, loss of use or damage to any property or equipment, cost of capital, cost of substitute product, facilities or services, down time costs or claims of claimant's customers. ACE's liability for all claims of any kind or for any loss or damages arising out of, resulting from or concerning any aspect of this warranty or from the Lighting Products or services furnished hereunder shall not exceed the price of the specific Lighting Product which give right to the claim, except in accordance with ACE's warranty.

STATE LAW RIGHT. Some states do not allow the exclusion or limitation of consequential or incidental damages or the duration of time for an implied warranty. Therefore, the limitations or exclusions of consequential or incidental damage and implied warranties may not apply to certain claimants. This warranty provides the claimant with specific legal rights and claimants may have other rights that vary from state to state.

Return Information

We are happy to help you resolve any purchase problems as quickly and as easily as possible. Returns can be accepted by following the terms and conditions listed below. Please note that not all items are covered by our return policy. Before you make your purchase read ACE's complete return policy information.

Returned Merchandise Authorization

To make a warranty return, you must receive a Returned Merchandise Authorization (RMA) number. You can request an RMA by calling us during business hours or by applying online using the RMA worksheet. Once this is complete, we will attempt to handle your request within 2 business days, however sometimes this may take up to 5 business days for processing. No products may be returned without an RMA number, which is issued by AC Electronics. Please include this RMA number on all correspondence and put it on the shipping carton of whatever product is being returned.

Defective Products

Products with written warranties will be replaced, or credited to customers account at AC Electronics' option, for defective products. Warranty periods and services vary by product.

Order Cancellation

No cancellation on orders for non-stock items.

If you placed an order and wish to cancel, call us immediately during business hours. (8:00 AM -5:00 PM Central Time, Monday thru Friday) or e-mail us at sales@aceleds.com (<mailto:sales@aceleds.com>). We will make every attempt to stop the shipment before it leaves the warehouse. Once shipped, however regular ACE Returned Merchandise policies will apply.

Incorrect Shipments

If you should receive product not expressly ordered as the result of either our shipping error or incorrect website information, the product will be picked up by our shipper and replacements shipped at no additional charge. Please report all incorrect shipments to us within 72 hours of receipt.

Customer Requested Return of Non-Defective Product

In order to keep our prices to you as low as possible, we must charge a 15% restocking fee. Shipping charges are non-refundable. It is the customer's responsibility for insuring the return shipment and filing the shipper's form for lost or damaged returns. All items must be returned in "as new" condition, have all accessories and be in the original packaging. A Return Merchandise Authorization (RMA) number must be received prior to shipping the product back to AC Electronics. Please see the Return Merchandise Authorization information above. Customer Requested Return of Non-Defective Product is limited to 60 days based on date of shipment.

Products Damaged in Shipping

All items must be inspected within 24 hours of receipt of product and reports of damaged or missing items must be made within that time. Claims made after that time will not be honored. Product damaged in shipment will be replaced at no additional charge. An RMA is required to be completed before any credit is issued or replacements can be shipped.

Payment

AC Electronics accepts American Express, Visa and MasterCard. A line of credit with 30 day net terms can be arranged for qualifying accounts. Contact a customer service representative for further information.

Other Information

AC Electronics reserves the right to change pricing and terms of business at any time without notice. In the event of pricing errors on our website ACE will inform all customers who have pending orders for that product of the revised pricing. The customer may choose to cancel the order at that time without penalty, or accept the new pricing.

Contact AC Electronics for further information.