

OUR POLICIES & CONDITIONS OF PURCHASE

KLUS LED EXTRUSIONS, ACCESSORIES, LED STRIP LIGHTS, LED FIXTURES

KLUS Company warrants the IP20 rated indoor LED Strip Lights to be free from defects due to workmanship or material under normal use and service, for seven (7) years from the initial ship date. The only exceptions to the seven-year warranty period are as follows:

- K-NF, WP, RGB, RGBW product families which all have a four (4) year warranty

KLUS Company warrants the LED Extrusions, Accessories and LED Fixtures to be free from defects due to workmanship or material under normal use and service, for four (4) years from the initial ship date. The only exception to the four-year warranty period is the T- Cover which has a two (2) year warranty.

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) Warranty is void when built fixtures assembled in the factory are disassembled and/or modified in the field.
- 6) Extreme heat or cold.
- 7) Exposure to liquid, chemicals
- 8) Connecting LEDs to the wrong Output Voltage
- 9) Improper connection of power supplies, LED products
- 10) Products damaged by connection to LED systems or components not purchased from KLUS
- 11) Improper selection of power supplies Example: Connecting 18W power supply to 20W Light Fixture

LED COMPONENTS

KLUS Company is a distributor only of Power Supplies. Power Supplies sold by KLUS are covered by manufacturers' warranties which we abide by. 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 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 requested by the customer prior to the return. Products may be returned only with authorization and a written RMA from KLUS. Returns without an RMA number will be refused and returned to customer at their expense. 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 damages to your shipment must be made with the carrier. Please keep all shipping cartons and packing materials for carrier inspection/pick up. All returns are subject to a 20% re-stocking fee, and in order to receive credit, all items must be returned within 30 days of the RMA's issuance. In the event of product replacement, the replaced product will be warranted by the remaining term of the original product's warranty period.

RETURNS AND REFUNDS ON CUSTOM ORDERS – ASSEMBLED LED FIXTURES

Definition:

KLUS custom orders are any orders for items that are not listed as standard products in our price lists. Custom orders would include: extrusion or LED tape cut to size (other than 1m and 2m), custom runs, and 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 customer's 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. In order for KLUS to process custom orders a PO must be placed that includes all the details, measurements, lengths for the order to be processed.

KLUS will prepare a quote based on the PO and send it for approval. The PO and KLUS estimate must match.

After the approval is received we request a 50% down payment for custom orders of \$10,000 and more (the amount after discount, does not include shipping charges). We cannot start processing custom orders if the down payment was not received by KLUS.

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. Labor is not covered by the warranty, only the defective piece. 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 KLUS 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 and 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;

Effective date: 01/01/2020