

## LuxLogic Warranty

LuxLogic warrants their **Commercial and Industrial category** of LED Light Fixtures (supplied by an authorized by LuxLogic agent, dealer or reseller) will be free from any defects in materials and workmanship for a maximum period of **6 years and 5 years** for their **Architectural category of products** from the date of original shipment from LuxLogic unless otherwise specified.

### **This limited warranty is void if the product is:**

Installed or used improperly or otherwise not in accordance with the installation instructions or the product's performance specifications (whether intentionally or not, including without limitation, if the product is used at any time in an environment or operating range or subjected to electrical values in excess of those specified in the product's performance specifications or subject to power surges or spikes or corrosive environments) or not in accordance with any other instructions or restrictions prescribed by Lux Logic or any applicable standards or codes, such as, without limitation, those standards of codes of the National Electrical Code, Local Safety Authority or the Canadian Standards Association.

Altered or repaired other than as authorized in writing by LuxLogic.

Damaged due to Acts of God.

Damaged in transit or handling.

This limited warranty period is based on the rated lamp life of the luminaire and the operating hours of the luminaire. For example, a luminaire rated at 50,000 hours equates to 5,000 operating hours per year (approximately 13.6 hours per day) at the product approved operating temperature. Therefore, the warranty is only valid for up to a luminaire's rated lamp life (50,000) vs. the operating hours or the standard 6 years Warranty, whichever comes first.

Please note that the accepted industry standard is that LED lighting fixtures will have a light loss factor of approximately 12-20% at the maximum operating time over the course of the warranty period.

### **No Assurances as to Results:**

Buyer acknowledges that no guarantees or assurances have been made as to the results that may be obtained from the use of the products sold hereunder whether used singly or in combination with other products.

### **How to Obtain Warranty Service:**

In order to take advantage of this limited warranty, the Customer must first contact LuxLogic [rma@luxlogic.ca](mailto:rma@luxlogic.ca) to obtain an RMA # to return the allegedly defective product to LuxLogic in accordance with the "Return Material Authorization" policy set forth above within the specified warranty time period.

At LuxLogic's option, any product proven to be defective within the warranty periods described above will either be repaired, replaced, or credited. LuxLogic reserves the right to replace defective fixtures or components utilizing the same or functionally similar products that are new, repaired or reconditioned.

LuxLogic will not honor any warranty claim within the warranty period without prior written approval. LuxLogic's obligations under this limited warranty do not include any other costs or expenses, such as, with limitation, any costs or expenses of removal or reinstallation whatever the cause or however incurred or imposed (for example and without limitation, labour costs or expenses, administrative costs).

All returned material must be accompanied by a "Return Materials Authorization" number. Any merchandise returned unaccompanied by this authorization number will be refused. The RMA is only valid for 30 days.

All RMA requests must be accompanied by pictures, part numbers, quantities, the original P.O. # and Invoice #, and a description of the issue(s).

Materials must be returned in the original factory sealed cartons in sellable conditions.

Returns must be made "freight prepaid" to LuxLogic Inc. and FOB destination.

### **Damage Claims:**

All carriers assume responsibility for both apparent and concealed damages sustained in transit. The Title passes to the Purchaser upon delivery by us to the carrier. It is the responsibility of the customer to inspect and check any material upon receipt. Any visible shortages and/or damages concealed or otherwise should be noted on the carrier's PRO bill and a claim filed within the prescribed period dictated by the carrier. Failure to enter a claim within the prescribed limits of the carrier can nullify any such claim.

### **Short Shipments:**

Requests for short shipments must be made within 5 days of receipt.