



## WARRANTY CLAIM FORM

**\*\*IMPORTANT\*\***

- There are 4 sections within this form, please kindly provide as much information as you can
- Model number and PI (invoice) number must be provided.
- In order to help us refer your product patch, a copy of PI (invoice) must be included.
- If you are claiming more than one models or items from different PIs (invoices), please fill Warranty Claim Form for each model and each PI (invoice).
- A Warranty Claim Form must be provided for each claim reasons; if you believe the model have one or more potential fault.
- A photo or a video (or both) for each model must be provided with the reasons for claims.
- All claims are subject to evaluation and will be reviewed for clarity of content.
- Complete products are warranted for 5 years from the date of factory shipment.
- If the end-user is not the direct buyer of LEDSION Lighting product:
  - PI (invoice) or purchasing order form must be provide to show this transfer of goods
  - The details of both the end-user and all distributors must be provided.

\*\* Lack of information or failure to follow the above step may result in the claim investigation and/or claim to be delayed or denied.

\*\* We may recall some or all defective parts to the factory if problems cannot be confirmed or identified with photos and form submitted.

This is a warranty claim form where we wish obtain as much information as possible and resolve this issue at the fastest pace without the need for products being sent back. At the same time we need to know the problem so that the future shipment we send to you will not encounter the same problem.

Thank you very much for your time. We are sorry for any inconvenience caused.

Section A

*Please move to the next section if you are using and buying directly from Ledsion Lighting*

User:

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

(Please include your country for time difference purpose)

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Prefer Contact Method and contact details:

\_\_\_\_\_

Prefer Contact Local Time: (Morning/Afternoon/Evening)

Please note we will try our best to contact you at your prefer time, but please bear in mind of time difference from China.

Purchase detail to user (Only Applicable):

Contact Sales Name: \_\_\_\_\_

PI (Invoice) No.: \_\_\_\_\_

Purchase date: \_\_\_\_\_

*Attach PI (Invoice)*

Section B

Direct Buyer:

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_

Please include your country for time difference purpose)

Email: \_\_ \_\_\_\_\_

Phone: \_\_

Prefer Contact Method and contact details:

\_\_\_\_\_

Prefer Contact Local Time: (Morning/Afternoon/Evening)

Please note we will try our best to contact you at your prefer time, but please bear in mind of time difference from China.

Purchase from Ledsion Lighting detail:

Contact Sales Name: \_\_\_\_\_

PI (Invoice) No.: \_\_\_\_\_

Purchase date: \_\_\_\_\_

*Attach PI (Invoice)*

Section C

Product Information:

*If you are claiming more than one model from same PI or from more than one PI (invoices) or more than one reason, please fill details for each PI (invoice)/model/reason individually.*

Model No. and Unit No.: \_\_\_\_\_

Date of (Suspected) Failure: \_\_\_\_\_

Average Daily Usage: \_\_\_\_\_

Maximum Daily Usage: \_\_\_\_\_

Installed Location Type and Area (i.e. Bathroom within Office Block): \_\_\_\_\_

Average Environment Temperature of Installing Location: \_\_\_\_\_

Maximum Environment Temperature of Installing Location: \_\_\_\_\_



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Example The PCB connection have been loosen and cause the product to flicker when turn on.

*Attach Photo or Video Evidence*

For Manufacturer use only:

Claim No:

Date: \_\_\_\_\_

Claim received: [Accepted] [Rejected] [Part Accepted] [Pending Investigation]

Remarks: \_\_\_\_\_

Conclusions:

\_\_\_\_\_  
Reported By: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_