

Warranty

Warranty Administration Policy

Grower's Choice offers a warranty ONLY to purchasers of Grower's Choice products that are bought through an authorized distributor. Warranties are only valid through the original purchaser with their purchase receipt. The warranty will not carry over to second-hand owners. All warranty claims must be submitted through the retail/online store purchased from or through Grower's Choice. Grower's Choice will not be responsible for any shipping outside of the 48 contiguous states. If you are international, duty & taxes will be applied by customs & you will be liable for all fees. If products are misused, mishandled, or tampered with in any way your warranty will be voided indefinitely. In the event, you need to process another warranty claim & you have not closed out your previous warranty claim, no warranty will be processed, as your warranty has been voided. Do not throw Grower's Choice products out or cut any power cords until approval is provided by Grower's Choice via email. If expedited shipping is required for replacements, you will be liable for the cost & must notify Grower's Choice right away. If you are unable to provide proof of defect for your warranty, you can request a return label. Once the product is returned to Grower's Choice, it will be tested. In the event Grower's Choice is unable to identify a defect, you will be liable for round-trip shipping. If you are shipping a return to Grower's Choice be sure to provide a picture via email of the drop-off receipt provided by UPS. This will provide confirmation that the package has been handed off to UPS & removes you from reliability if lost by UPS. It is always the purchaser's responsibility to keep track of return shipping & replacement tracking. If you notice any delays or concerning notices on your tracking, reach out to Grower's Choice right away, do NOT wait several days before contacting. TSL Horti-Tech and Growers Choice shall not be held responsible for any damage caused by the operation of the unit, be it incidental or consequential or any type including, without limitation, damage or injury caused to other products, machinery, or buildings. Nor will responsibility be accepted for loss of time or profit, or for any inconvenience caused in any way whatsoever.

HID Fixtures/ Controllers

The following exclusive limited warranty & remedy shall apply to all HID Fixtures & Controllers offered by Grower's Choice. Grower's Choice warrants all Fixtures/Controllers to be free from defects in material & workmanship for up to 3yrs. from the purchase date. Grower's Choice Fixtures are guaranteed compatibility with Grower's Choice lamps only. If non-Grower's Choice lamps are used with HID Fixtures, the warranty will be voided. If the Fixtures or Controllers are tampered with in any such way, the warranty will also be voided.

HID Lamps

The following exclusive limited warranty & remedy shall apply to all HID lamps offered by Grower's Choice. Grower's Choice warrants all lamps to be free from defects in material & workmanship for up to 1yr. from the purchase date. Grower's Choice lamps are guaranteed compatibility with Grower's Choice light fixtures only. If used in non-Grower's Choice certified products, the warranty will be voided.

LEDs

The following exclusive limited warranty & remedy shall apply to all LED Fixtures offered by Grower's Choice. TSL Horti-Tech and Grower's Choice warrant the mechanical and electronic components of their product to be free from defects in material and workmanship if used under normal operating conditions for a period of 5 years from the original date of purchase. If the LED Fixtures have been tampered with, all future warranty submissions will be voided.

Grower's Choice Warranty Fulfillment Please contact **<u>RMA@growersc.com</u>** to process any RMA/warranty claims.

Required for warranty process:

1) Proof of purchase (must display the date of purchase, vendor purchased from, & item(s) being warrantied.

2) Model type & description of the defect

*Customers will be responsible for shipping fees.