



ParfactWorks LED Warranty Policy

We follow strict quality standards and we fully stand behind our products. If you have an issue with your unit we will resolve it quickly.

We offer 5 years warranty on our products including 2 years Full Parts Warranty plus 3 years Warranty Extension.

2 Years Full Parts Warranty: Power supply, fans, VDE, power cord, bulbs, led diodes, COBs etc. We can ship new replacement parts to you at no charge in first 2 warranty years (from the delivery date) or customer can send lights to our repair center for repair at no charge.

3 Years Warranty Extension for all parts, parts can be provided for free, customers pay for the shipping cost and repair fees (if there is any).

Disclaimer: If the light has been tampered or it is found that the damage is caused by the customer, there will be a repair fee associated with the return of your product. If the warranty seal is broken without our consent, your warranty becomes null and void. If damage has been caused by abnormal use, neglect (such as dripping water), wrong input voltage, dropping or breaking the light, disassembling of the light, etc, the warranty is void. ParfactWorks reserve the right to refuse warranty repair or replacement service to anyone.

We are only responsible for problems that arise through no fault on your part. If any problem should arise, please email us or call us first. We will provide you with instructions on how to proceed. Please do not open the light without our permission. Because we are in China, our service would be different from your local service shop. Please take note of that.

The following are Specific Warranty Procedures:

Minor Repairs

For minor repairs such as a power supply and LED board replacement, please contact us with pictures with the unit ON "Showing the lights are on".

By diagnosing the issue and we will send free replacement parts immediately or customer can choose to send light to our repair center for repair.

If you fix the light by yourself, in the event that the new replacement part does not correct the problem, or there is a more complex problem, the light will be replaced, after it has been received we will send out a new replacement unit to you. The defective unit must be returned in its original packaging and box. If any part is missing or damaged, the sender will be charged additional fees for those parts or blemishes.

SDUA - Shipping Damage Upon Arrival

Before you sign for your package, you need to verify that the light is in good condition. If the light was damaged in shipping, you need to help us by filing a claim of negligence against the shipping company and get it returned to us by refusing to sign for the lights. Once we get the damaged light, we will reship a new unit to you. If it is only a small problem, you can sign it, and we will give you some refund 6~8USD or we can give you some discount (3%~5%) on your next order.

DUA - Defect Upon Arrival

If a light was found not working upon arrival (DUA), and identified as Non SDUA issues, in most cases, it is just a loose connection inside the light, that is easy to fix.

Customers can choose to check it out and fix it, we will give customers a discount (3%~5%) on the next order.

If a light was found not working upon arrival (DUA), and neither SDUA issues nor loose connections, by diagnosing the issue with us, customers can choose to return the light, we cover the shipping charges and we will reship a new one after the returned light received, or customers can choose to do the replacement work, free replacement parts will be sent out

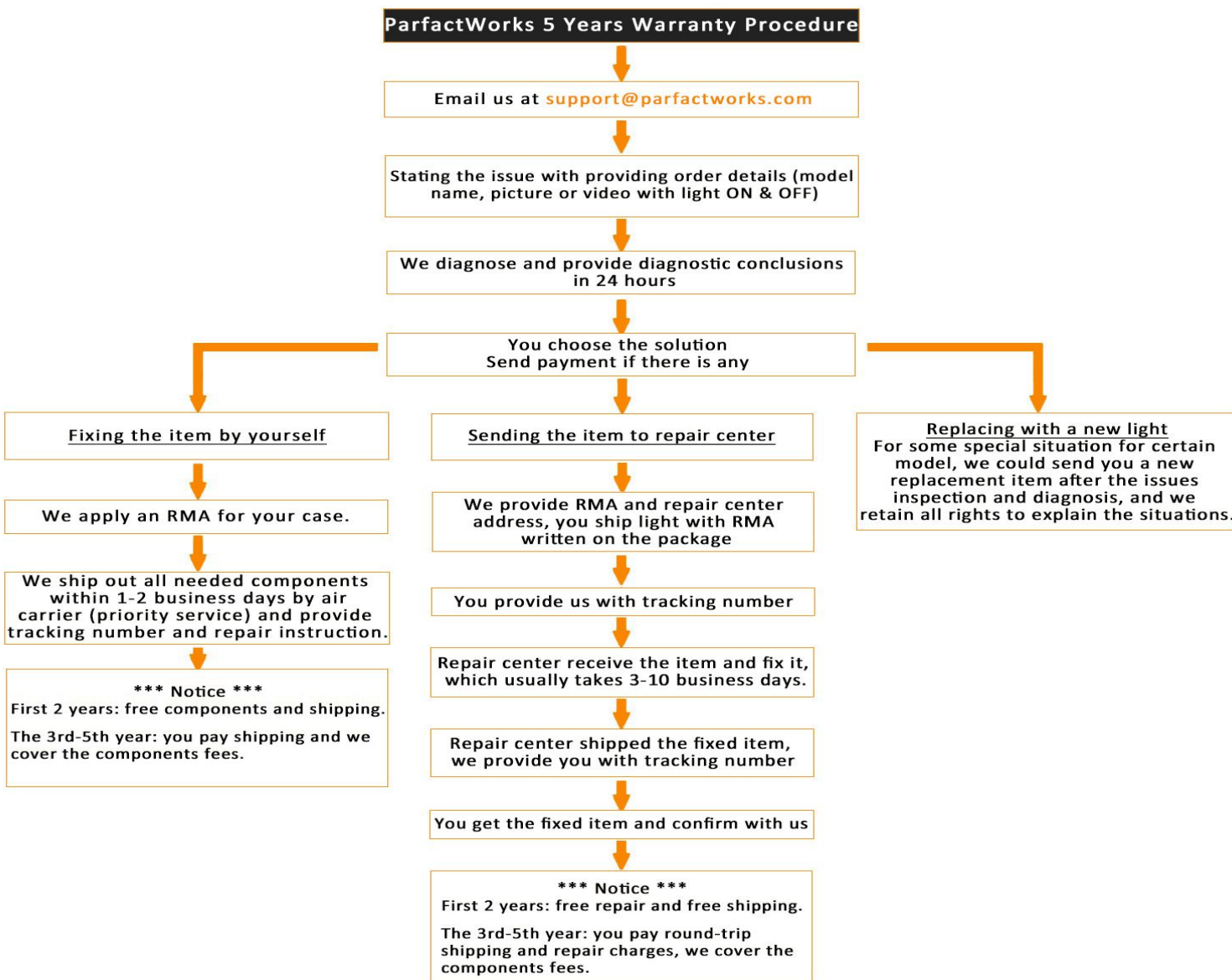
immediately, and we will give customers a refund (15~20USD) for each replacement, or give customers a discount (5%~8%) on the next order.

Additional Service

If any critical or uncertain problems occur, please ship the light back to us and we will study and repair it, when in significant growing stage, ParfactWorks would like to offer used replacement lights to make the repair proceed temporarily.

Used replacement lights conditions:

- A: A deposit will be required before sending the replacement light out.
- B: Customer will cover 1/2 shipping fee of the replacement light.
- C: Customer must send back the replacement light in one week after received the fixed light.
- D: ParfactWorks will fully refund the deposit if the replacement light is in good condition.



Nick Chen

Date of issue: January 5th, 2021