

# Warranty Terms - Retail Products

## GENERAL CONDITIONS

P.L. Light Systems Inc. warrants the mechanical and electronic components of their products to be free of defects in materials and workmanship (if used under normal operating conditions) for a period of three (3) years from the original date of purchase.

For the reflector and HPS lamp, the warranty period is one (1) year from the original date of purchase.

In the unlikely event that a product displays any defects during this warranty period, and that defect is not as a result of user error or improper use, P.L. Light Systems shall replace the defective unit.

In the event that P.L. Light Systems does replace the entire product and/or warranted components, this limited warranty shall apply to the replacement product/components for the remaining initial warranty period i.e. three (3) years from the date of purchase of the original product.

## WARRANTY TERMS

Terms of warranty are valid only when products are operated under normal conditions. Warranty is void if damage/failure is caused by/as a result of any of the following:

- failure to install product in accordance with local electrical codes and/or PL Light Systems' specifications.
- use of the product with any attachments/accessories not supplied by PL Light Systems
- use of the product other than for its intended purposes.
- use of the product in excessively adverse environmental conditions.
- accident, neglect, abuse, or acts of God (incl. lightning).

## RETURN PROCESS

1. End user must return product (along with all relevant components and/or accessories) to retail location where it was purchased, accompanied by original proof of purchase.

*Note: If any components/accessories are absent, the product will not be covered under the conditions of the warranty.*

2. Retail store will verify that product is still under warranty and that it is in fact defective.
3. If warranty period is still in effect and the product is deemed defective (and that defect is not as a result of improper use), the retail store will provide a brand new, boxed unit to the end user in exchange for the original, defective unit.

