

Warranty Terms - Retail Products

GENERAL CONDITIONS

1. PL Light Systems Inc. warrants the luminaire against defects in materials and workmanship for a period of two (2) 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.
2. Warranty does not include any labor or transportation costs related to the return of the defective product to PL Light Systems.
2. In the unlikely event that a product fails to operate within the initial 90-days of invoice date, PL Light Systems will repair/replace the defective product/part(s) at PL Light Systems' discretion—at no cost to the customer (including transportation and labour costs.) The replacement product/part(s) will then assume the remaining warranty of the original product/part(s).
3. 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.
 - product and/or its component parts have been tampered with in any way.
 - 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 MATERIALS AUTHORIZATION (RMA)

A Return-to-Depot warranty policy is in place for all luminaires. After the initial 90-day warranty period, the customer is responsible for all shipping costs and arrangements to return the defective product to PL Light Systems facility, as per the RMA process outlined below.

PL Light Systems will cover the shipping costs to return the repaired items to the customer. All labor provided by an authorized PL Light representative is included.

Return Materials Authorization (RMA) Process:

1. Have your original proof of purchase available.
2. Contact PL Light Systems customer service department at 1-800-263-0213, Monday – Friday, between 8:00am and 4:30pm (EST).
3. You will be assigned an RMA number.
4. RMA instructions and return shipping labels will be provided, subject to warranty eligibility.
5. RMA numbers are valid for 30 days from issue date.
6. A re-stocking fee of 25% may be applicable at PL Light System's discretion, based on the reason for the return.
7. The product will be assessed for warranty status upon receipt of the returned goods. Goods under warranty will be replaced/repared, and returned freight prepaid. The customer is responsible for parts, labor, and shipping costs for all out-of-warranty repairs. The minimum labor charge is one (1) hour @ \$75 per hour.

