

Warranty Terms

GENERAL CONDITIONS

1. PL Light Systems Inc. warrants all parts and products against defects in materials and workmanship for the standard periods outlined in paragraph 3 below. 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 at PL Lights discretion—at no cost to the customer (including transportation and labour costs.) The replacement product/parts(s) will then assume the remaining warranty of the original product/part.
3. Standard warranty coverage periods (commencing 30 days after invoice date):
 - MAGNETIC FIXTURES: Fixture warranted for two (2) years, ballast two (2) years, lamp one (1) year.
 - ELECTRONIC FIXTURES: Fixtures warranted for three (3) years, electronic drivers three (3) years, DE HPS lamps four (4) years or 10,000 burning hours, whichever comes first, DE MH lamps one (1) year or 6,000 burning hours, whichever comes first
 - LED FIXTURES: Full system warranty covers LED light engine, driver, and all fixture components for a period of five (5) years. Warranty applies only if light output of complete module has diminished by > 15% of specified light output within five (5) years of commencement of warranty period.
4. 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 and operate 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.
 - storage and/or use of the product in inadequately controlled environmental conditions (temperature, humidity, etc.).
 - accident, neglect, abuse, or acts of God (incl. lightning).

RETURN MATERIALS AUTHORIZATION (RMA)

A Return-to-Depot warranty policy is in place for all fixtures. 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. Contact PL Light Systems customer service department at 1-800-263-0213, Monday – Friday, between 8:00am and 4:30pm (EST).
2. You will be assigned an RMA number.
3. RMA instructions and return shipping labels will be provided, subject to warranty eligibility.
4. RMA numbers are valid for 30 days from issue date.
5. A re-stocking fee of 25% may be applicable at PL Light System's discretion, based on the reason for the return.
6. 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.

