

# Warranty Terms - Retail Products

## GENERAL CONDITIONS

1. P.L. Light Systems warrants the 120/240V NXT-LP 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. P.L. Light Systems warrants the P.L. Light iQ™ controller against defects in material and workmanship if used under normal operating conditions for a period of two (2) years from the original date of purchase.
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 P.L. 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 P.L. 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).

## PRODUCT FAILURE WITHIN 30-DAYS OF PURCHASE

In the unlikely event that a product fails to operate **within initial 30-days of purchase date**:

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 within initial 30-days of warranty period, all components/accessories are accounted for and that product is in fact defective.
3. If product is within initial 30-days of warranty period 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.

## PRODUCT FAILURE AFTER 30-DAYS OF PURCHASE

In the event of a product failure **after 30-days from date of purchase**:

1. End user must return product to retail location where it was purchased—accompanied by original proof of purchase.
2. Retail store will verify that product is still within warranty period, that all components/accessories are accounted for and that product 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 coordinate return of product to P.L. Light Systems.
4. Upon receipt of returned goods by P.L. Light Systems, the product will be assessed for warranty status. Goods under warranty will be replaced/repared, and returned to the retail store freight prepaid. The replacement product/part(s) will then assume the remaining warranty of the original product/part(s).
5. Any out-of-warranty repairs will be performed at end user's expense.

