

LUMEGEN WARRANTY

LumeGen (Seller) carries a limited warranty on all of its LED products for manufacturing defects and product failures.

RESIDENTIAL LIMITED WARRANTY

Includes: A-15, A-19, A-21, Candelabra, Filament, BR, MR, PAR, Flush Mount Fixtures, Recessed Retrofit Downlights. The warranty period for residential products is 3 years from the date of purchase (based on 6 hours per day / 7 days per week of normal consumer use).

COMMERCIAL LIMITED WARRANTY

Includes: LED Tubes, Flat Panels, Troffers, Linear Fixtures, Corn Cob Retrofit Bulbs, High Bays, Wall Packs, Flood Lights, Canopy Lights, Area Lighting, LED dock light. The warranty period for commercial products is 5 years from the date of purchase (based on 12 hours per day / 7 days per week of normal commercial use).

If LumeGen LED products fail to operate within the warranty period listed above when used as directed, contact LumeGen Customer Service Department to initiate the return process and explain your warranty claim. Failure to follow the procedure as provided by the Customer Service Department will void this warranty.

What You Do: We ask that you call our Customer Service Department at 800-998-6977 to obtain an RMA number and explain the warranty issue. It is the customer's responsibility to pay for the return shipping of the defective product(s) back to the Seller. If the product(s) is found to be defective, the Seller will pay for the shipping costs of the replacement product(s) back to the customer. The returned product(s) must include the RMA # clearly marked on the outside of the packaging, and must include a copy of the original proof of purchase (invoice or sales order).

What We Do: Once we receive the product(s) in question, we will verify the defective claim on the product. If we determine that the defect was not caused by negligence, improper installation, electrical surges, alteration, abuse, unauthorized repair, or disassembly, we will send you a replacement LumeGen product(s). If an identical replacement is not available for any reason, LumeGen reserves the right, at its sole discretion, to replace the defective product(s) with a different product(s) of equal value that most closely matches the specifications of the original. Replacement of the defective product(s) is LumeGen's sole warranty obligation, and cash or credit refunds will not be offered.

This Limited Warranty is subject to the following conditions:

- Seller is not responsible for incidental and consequential damages that may occur during the return of the product to the seller.
- This warranty is extended only to the original purchaser of the product from Seller. This warranty does not cover any third-party products or devices used in conjunction with the product purchased.
- Seller will not be responsible for any type of removal or re-installation costs, including labor and/or equipment charges or expenses, and will not be responsible for shipping costs or expenses to return the product(s) back to the Seller.
- This warranty covers products purchased in, and used within, the United States or Canada. No agent, distributor, or dealer is authorized to change, modify, or extend the terms of this Limited Warranty on behalf of LumeGen. For warranty or other questions please call 800-998-6977 or email customerservice@onlinestores.com.