



Warranty Policy

General Warranty Policy:

All Products are guaranteed against faulty parts or workmanship for a period of ONE year from date of shipment. Ballasts, LED Drivers and Transformers (Power Supplies) carry various warranties and ALW will extend the same warranty afforded to us by the manufacturer if this exceeds one year. We will provide details upon request. Our Liability for all such claims is limited strictly to the replacement of such products and excludes all other claims of losses incurred. Please see LED warranty guidelines below.

LED Warranty Policy:

This warranty is given by ALW in respect of its LED Lighting Fixtures as follows:

ALW warrants its LED Fixtures to be free of defects in materials and workmanship.

1. The warranty is extended to the original purchaser of the Fixture
2. The length of the warranty is 5 years from the date of shipment for Drivers and 10 years for all LOW/MED/HI Light Engines and Emitters
3. Failure is defined as either (1) the failure of the Fixture to operate, or as (2) the light emitted from the Light Engine or Emitters falls below 70% of its original level
4. If the Fixture should malfunction or fail, the purchaser must contact ALW's Product Service/Warranty department who will determine whether to repair or replace the Fixture. In the event of replacement, our liability will be limited to supplying new Fixtures in exchange for the defective ones.
5. *Disclaimer. This warranty does not apply to defects resulting from any action of the purchaser, including but not limited to mishandling, improper interfacing, installation not in accordance with the manufacturer's instructions, improper repair, or unauthorized modification.*

This warranty is applicable only on fixtures purchased and installed in the USA or Canada. Any implied warranty for any particular use is expressly disclaimed