



## Warranty Policy

Architectural Lighting Works LLC (referred to as the "Company"), warrant their products (i) to meet the performance criteria outlined in the product specifications, and (ii) to be free from manufacturing defects in material and workmanship for the stated warranty period, subject to the terms provided in this Warranty.

The Company will, in its sole discretion, (i) repair any product, (ii) provide a replacement, or (iii) elect to reimburse the amount of the original purchase price. The Company is not responsible for any other expenses resulting from a warranty claim, such as shipping, labor or other costs or expenses to remove, repair or install any defective, repaired or replaced product.

### Terms and Conditions

This Warranty is valid and applies only when the Company's products are (i) properly utilized for their intended purpose as provided in the Product Specification Sheets, and (ii) properly configured, wired and installed in accordance with the Product Specification Sheets, building codes, applicable National Electrical Code (NEC), local codes and applicable UL Safety Standards. This Warranty applies only to the original installation of our products by the original purchaser and is not transferrable.

The warranty period begins on the date of original shipment; if a product is replaced or repaired under this Warranty, the period does not start over, but the warranty period for the replacement product maintains the warranty period of the original product.

- The warranty period for LED Lighting Fixtures is 5 years
- The warranty period for Non-LED Lighting Fixtures is 1 year and excludes all light sources



All lighting technology has some amount of gradual light degradation (output and/or color) over the life of the products. The Company's products are designed to minimize degradation, but some light degradation and color shift is a normal part of the life span of any LED lighting system. Furthermore, LED chips are constantly improving and the product lifecycle is often no more than 1 year.

In the event the Company replaces a product under this Warranty, we cannot guarantee that the color temperature or light output of the new product will match the previously purchased and/or existing installed product.

This warranty is applicable only on fixtures purchased and installed in the USA or Canada.

THE COMPANY MAKES NO OTHER WARRANTIES OTHER THAN THOSE SET FORTH IN THIS WARRANTY, AND THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR INFRINGEMENT, EXCEPT AS PERMITTED UNDER APPLICABLE LAW. THE COMPANY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH OR ARISING OUT OF THE USE OF THE PRODUCTS OR FOR ANY OTHER INDIRECT DAMAGES, INCLUDING WITHOUT LIMITATION, LOST OR ANTICIPATED REVENUES OR PROFITS, LOSS OF PROPERTY, PERSONAL INJURY, INJURY TO REPUTATION AND/OR LOSS OF CUSTOMERS. OUR SOLE LIABILITY WITH RESPECT TO DEFECTS, AT OUR OPTION, IS FOR REPLACEMENT, REPAIR OR REFUND, NOT TO EXCEED THE ORIGINAL COST, OF THE DEFECTIVE PRODUCT.

No person or entity is authorized to make any other warranties, express or implied, relating to our products, including but not limited to any Company employees, contracted sales people or customer service representatives; designers or specifiers; engineers or architects; electricians or installers; and retail or wholesale locations selling the Company's products. No modification of this Warranty is allowed without the express written approval of the Company's president.



**This Warranty does not apply to any of the following situations:**

- Products that have been modified, adjusted or repaired after leaving our premises
- Products that have been subjected to misuse, mishandling, misapplication or accident
- Products that are damaged due to improper configuration, design and/or layout
- Products that are damaged due to improper installation or connection
- Products used in an inappropriate location or in environmental conditions (temperature, humidity, moisture, etc.) outside the normal specified range
- Products used in connection with any components, devices or systems other than those explicitly approved as compatible with our products and listed on our website
- Electrical power surges and spikes
- Damage from lightning, high winds, hail, flooding, tornado, fire or other “acts of god”
- Products that have been used in any manner or for any purpose that is not consistent with our Product Specification Sheets.

**How to Make a Warranty Claim**

In the event that the original purchaser wishes to make a claim under this Warranty, the original purchaser must contact our Warranty Department at **510.489.2530**. The claimant must promptly submit the completed Warranty Claim Form to us, including proof of date of purchase.

The Company reserves the right to examine the installation site and examine and test all products under claim of warranty to evaluate proper configuration, design, layout, installation and usage; determine the cause of failure; and make a determination whether the product is covered under this Warranty.

Failure to comply with the request for access to the installation site will void this Warranty.

If we determine, in our sole discretion, that the claim is within the terms and conditions of this Warranty, we will either repair the product, provide a replacement product, or remit a cash or credit refund.

In the case that a component replacement is provided, ALW may authorize work to be done to the fixture without voiding warranty.