

# LLI ARCHITECTURAL LIGHTING LLC - Warranty and Returns

## LLI ARCHITECTURAL LIGHTING LLC GENERAL WARRANTY

LLI Architectural Lighting LLC, along with its affiliated parties (collectively, "LLI"), warrants to the original Buyer of Product ("Buyer") that at the date of sale, the Product (a) conforms to LLI's specification and (b) is free from defects in material or workmanship. This warranty expires 5 years from the date of sale for indoor/dry location rated products, excluding color or color changing products. This warranty expires 3 years from the date of sale for damp or wet location rated products as well as for any color or color changing products. For linear LED product sold by the reel, warranty applies to defects in material only and expires 3 years from the date of sale. This warranty is non-transferable.

Claims for defective product must be submitted in writing to LLI's Customer Service via email [cs@llilighting.com](mailto:cs@llilighting.com) and must be made within the warranty period. Buyer will be requested to provide its original bill of sale or such other evidence showing the date of purchase and the identity of Buyer, which LLI at its sole discretion may accept or reject. Once LLI determines that the Product is eligible for warranty, LLI will first issue a Return Merchandise Authorization ("RMA") number and further instructions. Buyer will be required to deliver the affected Product along with bill of sale to LLI with its RMA number. Buyer shall prepay all freight, transportation or insurance costs required for the return delivery.

If Product is determined to be eligible under this warranty, LLI will correct any failure of the Product or any defect in material or workmanship, with either new or used replacement parts, within a reasonable period of time. Such repair of the Product will be performed at LLI's expense, at a location specified by LLI, and LLI may choose to retain title to all returned parts or Product. If Product is determined to be eligible under this warranty, LLI will credit back to the Buyer all freight or transportation costs required for the return delivery. If LLI is unable to repair the Product to conform to the warranty after a reasonable number of attempts, LLI will provide, at its option, a replacement Product or a prorated refund of the purchase price. Any such proration will be based upon the remaining warranty period (based on the date of sale). All replacement or repaired Product(s) are warranted only for the remainder of the original warranty period.

This warranty does not apply to Products that have been modified, improperly installed, or used in conditions or for purposes other than which are intended. LLI does not warrant (a) any product, components or parts not manufactured by or distributed by LLI; (b) defects caused by failure to provide a suitable installation and environment for the Product; (c) damage caused by the use of the Product for purposes other than those for which it was intended; (d) damage caused by the unauthorized attachment or modification to the Product; (e) damage caused by the removal or installation of the Product; (f) damage caused by the authorized repair or attempted repair of the Product; (g) damage caused during shipping; (h) damage caused by acts of God such as fire, flood, wind or lightning; (i) damage caused by force majeure such as, war, pollution, earth movement, flood, or nuclear hazard; (j) damage caused by improper installation; (k) damage caused by the misuse of the Product; or (l) product used in wet locations or harsh conditions without factory sealed connections.

In no event will LLI be liable for any special, incidental, or consequential damages based on breach of warranty, breach of contract, negligence, strict tort or any other legal theories. Damages that LLI will not be responsible for include, but are not limited to: Loss of profits; loss of facilities or services; labor charges; downtime; the claims of third parties, including buyer; and / or the injury to person or property.

LLI reserves the right to provide warranty replacement with suitable substitutes that do not adversely affect the soundness or quality of the product.

This warranty is understood to be the complete and exclusive warranty, superseding all oral or written prior representations or warranties and all other communications. No employee or agent of LLI or any other party is authorized to make any warranty in addition to those made in this warranty.

To the fullest extent of applicable law, the foregoing warranties are in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. In no event does this warranty apply to sales of original equipment or components not manufactured or provided by LLI.

## LLI ARCHITECTURAL LIGHTING LLC REPAIR/RETURN POLICY

Product is not returnable without the written consent of LLI. Returned goods require a RMA number. Unless defective, returns are subject to a minimum restocking charge of 25%. Unsaleable Product will not be accepted for return. Custom Products or Products deemed to be unsaleable may not be returned. Shipping and handling charges are non-refundable.

All returned goods must be received by LLI in excellent, resalable condition and packaged in the original packaging with all inside packing intact. LLI is not responsible for damages incurred during shipping. Products will be inspected upon return and any service or repair needed to place them to resalable condition will be charged and added to the restocking charge. The 25% restocking charge on Product will be deducted from all credits issued on authorized Product returns. Returns are for credit or exchange only.

A Buyer must contact LLI and submit a completed RMA request form within thirty (30) days from the date of sale. RMA request forms are available from customer service. Completed RMA request forms must be sent via email to [cs@llilighting.com](mailto:cs@llilighting.com). LLI will not accept returns without prior authorization and the appropriate RMA number. Product returned without authorization may be refused or returned at shipper's expense. Note that no returns on custom orders or discontinued items are accepted.

Once issued, RMA numbers are valid for thirty (30) days within which time returned Products must be received by LLI. The RMA number must be prominently displayed on the shipping label for the returned product. The Buyer must send LLI a copy of the invoice marked "Returned for Credit".

Except for cases when the return is due to a manufacturer's defect, the Buyer is responsible for shipping the product to LLI and covering the shipping costs. All freight, transportation or insurance costs required for the return delivery must be prepaid. These costs are non-refundable in most cases. If the return of goods is made necessary through any fault of LLI and written permission is granted for its return, LLI will give credit including transportation charges if returned per instructions on the RGA.

Product refunds will appear as a credit on your billing statement.

All replacements for defective units will be billed. Credit for defective units will be given only if defective units are 1) returned to LLI within 30 days of receipt of replacements and 2) inspected and approved as defective by LLI.