



VETERAN LED WARRANTY

Veteran LED guarantees to the original purchaser that its LED lighting products will be free from defects in operation, material, and workmanship for A MINIMUM OF 5 YEARS. If any product does not conform to the guarantee, and is returned by the purchaser in accordance with Veteran LEDs' Terms and Conditions of Sale within the specified warranty period, and Veteran LED determines to its satisfaction that the product did fail (in satisfaction with the warranty), Veteran LED will process the warranty request. Veteran LED will at its option, repair or send the same or similar replacement product, depending upon availability. This warranty does not cover the removal or reinstallation costs or expenses incurred by the faulty product including labor costs, shipping costs, or any damages that may occur during the shipping process in return to Veteran LED. A **1 YEAR LABOR WARRANTY** is included in all LED lighting projects.

This guarantee does not cover bulbs or fixtures subject to accident, neglect, abuse, misuse, line or load surges, acts of God, existing fixture housing conditions, or damage due to outside of the product's recommended published application and specification. Furthermore, this guarantee does not cover any lighting controls or switches. Controls and switches will be covered under warranty as specified by the manufacturer and will be included in reference for all contracts as applicable. These items include, but are not limited to: occupancy sensors, photo cells, dimmers, daylight harvesters, time clocks, sensor relays, and/ or control gateways. Any and all controls are warranted by their specific manufactures warranty and may be replaced under the Terms and Conditions of that manufacturer.

Liability for incidental or consequential damages is hereby expressly excluded. Veteran LEDs' total liability to any customer for any claim hereunder shall not exceed the total amount actually paid by the customer in connection with the product giving rise to a claim from the customer. This warranty only applies when the Veteran LED lighting products are properly installed and used in accordance with published specifications and applications. LED Retrofits must be used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range. This warranty does not apply to any abnormal use of LED Retrofits of fixtures or use in the latest National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc (UL), Standards for the American National Standards Institute (ANSI), or in Canada, the Canadian Standards Association (CSA). This warrantee will not apply in the event of conditions demonstrating abnormal use of stress, including under/over voltage, current conditions, excessive switching cycles, or operating hours, or outside the following recommended operating conditions below:

· **5 year warranty period** is based on typical (i) 8760 hr/yr operation on a continuous burning cycle of 24 hours per day, and/ or hours operating more than 4380 hr/yr





- Warrantee for LED lighting products that operate using the existing fixtures ballast shall be granted a claim for the LED bulb ONLY. Veteran LED does not warranty the existing lighting ballast equipment. Before a claim can be made on this particular LED lighting product (“Plug & Play” or “ballast compatible”) , the existing ballast must be verified as operational.
- Specified operating temperature range per product
- Operate at rated AC Voltage of AC Current
- Installed in accordance with instructions, specifications, and applications
- Dimming applicable to instructions on lamp packaging and dimmer/controls compatibility
- Product and all other associated invoices shall be paid for before the warranty can take effect

This warranty is the only warranty given by Veteran LED. **Extended warranties may be purchased or available based on manufacturer specifications**, and/or full service contracts may be included under contract models such as *Lighting-As-A-Service* (LaaS). This warranty is not transferable in any fashion or any way. The purchaser is the only person in which the warranty is granted towards.

