

# PRODUCT WARRANTY

## Five (5) Year Limited Product Warranty

Jademar Lighting warrants that each Jademar Lighting LED product, including its LED electronics and components, will be free from defects in materials and workmanship for a period of five (5) years from the original date of sale, unless otherwise stated in the product-specific terms or product specification sheet.

A product shall be considered defective only if ten percent (10%) or more of the LED components fail. The failure of individual LED components shall not, by itself, be considered a defect if fewer than ten percent (10%) of the total LED components in the product are inoperable.

This limited warranty does not cover defects, damage, or failure caused by improper installation or operation, product alterations, power surges, overheating due to external conditions, or any other exclusions listed in this warranty.

## Warranty Performance Criteria

Jademar Lighting's warranty includes the following performance criteria during the applicable warranty period:

- ✓ The driver will operate within Jademar Lighting specifications.
- ✓ Ninety percent (90%) or more of the LED components will operate without defects.
- ✓ The luminaire will maintain the minimum L70 performance during the warranty period.
- ✓ The luminaire LEDs will not have visible color-shifting issues.
- ✓ Warranty coverage includes the repair or replacement of defective parts or products, at Jademar Lighting's discretion.

## Five (5) Year Warranty Replacement Process

If a product is determined to be defective under the terms of this warranty, the product may be returned to the original place of purchase for replacement, or Jademar Lighting may ship a replacement product directly.

Warranty claims may be made by contacting Jademar Lighting Customer Service. Jademar Lighting may request that the product be returned for inspection or discarded, depending on the criteria determined by Jademar Lighting at the time of the claim.



## Ten (10) Year Limited Extended Product Warranty

Certain Jademar Lighting products may qualify for a ten (10) year limited warranty when the product is specifically marked, labeled, advertised, sold, or identified by Jademar Lighting as having a ten (10) year warranty.

Customers are no longer required to submit a completed warranty registration form to Jademar Lighting within ninety (90) days after purchase or thirty (30) days after installation to receive the ten (10) year limited warranty, provided the product is identified by Jademar Lighting as having a ten (10) year warranty.

If the product is marked or otherwise identified by Jademar Lighting as having a ten (10) year warranty, the product will be covered for ten (10) years from the original purchase date, subject to the terms, conditions, limitations, and exclusions stated in this warranty.

If the product is not marked or identified as having a ten (10) year warranty, the product will be subject to Jademar Lighting's standard five (5) year limited warranty, unless otherwise stated in the product specification sheet or written sales documentation.

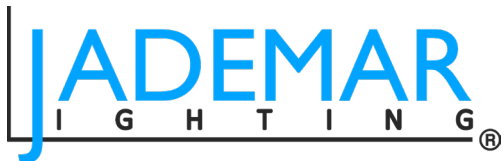
Jademar Lighting reserves the right to repair or replace defective products, or to refund the purchase price, at its sole discretion.



## General Limited Warranty Terms

This limited warranty is provided by Jademar Lighting, hereinafter referred to as "Seller," to the original purchaser of the LED lighting product identified on Seller's invoice reflecting the original purchase of the product.

This limited warranty may be transferred to subsequent purchasers of the product, provided the product is resold in new condition and in its original packaging.



# PRODUCT WARRANTY

Seller warrants that the product, when delivered in new condition and in its original packaging, will be free from defects in materials and workmanship for the applicable warranty period from the original purchase date.

Seller shall determine whether a product is defective at its sole discretion, with consideration given to the product's overall performance. If Seller determines that the product is defective, Seller may, at its sole discretion, refund the product's purchase price, repair the product, or replace the product.

This limited warranty excludes field labor, service charges, removal costs, installation costs, shipping costs unless otherwise approved by Jademar Lighting, and any other expenses related to the repair or replacement of the product.

This limited warranty is void if the product is not used for the purpose for which it was designed.

Seller reserves the right to use new, reconditioned, refurbished, repaired, or remanufactured products or parts in the warranty repair or replacement process. Such products and parts will be comparable in function and performance to the original product or part, as determined by Seller in its sole discretion, and will be warranted for the remainder of the original warranty period.

## Warranty Exclusions

This limited warranty does not apply to loss, damage, failure, or defects caused by any of the following:

- |                                   |                                                                                                            |
|-----------------------------------|------------------------------------------------------------------------------------------------------------|
| ✗ Negligence                      | ✗ Corrosive environments                                                                                   |
| ✗ Abuse                           | ✗ Induced vibration                                                                                        |
| ✗ Misuse                          | ✗ Harmonic oscillation or resonance associated with air movement around the product                        |
| ✗ Mishandling                     | ✗ Product alteration                                                                                       |
| ✗ Improper installation           | ✗ Accident                                                                                                 |
| ✗ Improper storage                | ✗ Failure to follow installation, operating, maintenance, or environmental instructions provided by Seller |
| ✗ Improper maintenance            | ✗ Failure to comply with applicable electrical codes                                                       |
| ✗ Damage due to fire              | ✗ Improper service performed by anyone other than Seller or Seller's authorized service provider           |
| ✗ Acts of God                     | ✗ Overheating caused by external conditions                                                                |
| ✗ Vandalism                       | ✗ Any condition outside of Jademar Lighting's specifications or intended product use                       |
| ✗ Civil disturbances              |                                                                                                            |
| ✗ Power surges                    |                                                                                                            |
| ✗ Improper power supply           |                                                                                                            |
| ✗ Electrical current fluctuations |                                                                                                            |

## Warranty Claims

Warranty claims may be made by contacting Jademar Lighting Customer Service:

**Phone:** 305-640-0465

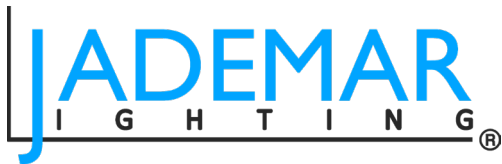
**Email:** [cs@jademar.com](mailto:cs@jademar.com)

**Hours:** Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Time

Jademar Lighting may request proof of purchase, product information, photographs, installation details, or other documentation needed to evaluate the claim.

Jademar Lighting may also request that the product be returned for inspection or discarded, depending on the criteria determined by Jademar Lighting at the time of the claim.

Products returned to Jademar Lighting must have a signed and authorized [RMA form](#). **Products returned without a signed and authorized RMA form will not be accepted.**



# PRODUCT WARRANTY

## Sports Lighting Products

**Claims:** For sports lighting products, the following additional terms may apply.

If there is only one fixture failure within five (5) years of the invoice date, Jademar Lighting may send a replacement fixture and allow the customer thirty (30) days to return the defective claimed fixture to Jademar Lighting.

If the defective fixture is not returned within forty-five (45) days from the replacement shipment date, Jademar Lighting may require payment for the full amount of the replacement fixture.

If there are multiple fixture failures within five (5) years of the invoice date, Jademar Lighting may identify the claim as a potential issue related to voltage surge, dirty power line, lightning strike, or another external condition. In such cases, Jademar Lighting reserves the right to require all failed fixtures, or a minimum of two (2) failed fixtures, to be returned for inspection before any replacements are sent.

If the customer has signed and purchased a maintenance program from Jademar Lighting, replacement procedures and warranty handling will follow the terms of that service agreement. Please refer to the applicable contract or contact your salesperson for details.

## Handling Failed Sports Lighting Products

Jademar Lighting's technical team will inspect the failed product and advise whether the failure was caused by a factory defect.

If the failure is determined to be a factory defect, Jademar Lighting may repair or replace the product and ship it to the customer along with a root cause report.

If the failure is determined not to be a factory defect, Jademar Lighting may provide a repair or replacement quote to the customer along with a root cause report. The customer may refuse the repair and request that the failed fixture be returned.

If the failed fixture or fixtures were sold more than five (5) years prior to the claim, Jademar Lighting reserves the right to refuse repair. If the failure is determined to have been caused by a factory defective part, Jademar Lighting may, at its sole discretion, offer a new replacement with prorated credit.

## Disclaimer

The warranties stated above are provided in place of all other representations, guarantees, and warranties, whether express or implied, in fact or by law.

Jademar Lighting expressly disclaims all other warranties, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or any other implied warranties.

The warranties stated in this document represent Jademar Lighting's entire and exclusive liability, and the buyer's sole and exclusive remedy, in connection with the products and all parts, including their design, suitability for use, installation, and operation.

## Limitation of Liability

Jademar Lighting shall not be liable under any theory of relief, including but not limited to breach of warranty, breach of contract, tort, negligence, strict liability, or otherwise, for any claim arising out of or related to any breach of warranty, any Jademar Lighting products, the use of such products, or any other acts or omissions.

## Jademar Lighting shall not be liable for:

1. Any indirect, incidental, special, or consequential damages, including but not limited to loss of anticipated business value, loss of profits, or damage to business reputation; or
2. Any damages or losses exceeding the price paid by the buyer to the authorized Jademar Lighting distributor for the product that caused the alleged damage.

Any action by the buyer must commence within one (1) year after the cause of action has accrued.