



## Creo Light Warranty

The “Warranty Period” will begin at the date of original Product purchase from either **Creo Light**, or an authorized **Creo Light Distributor/Dealer**. **Creo Light** will repair or replace products that are under this warranty with components at **Creo Light’s** election or discretion. Advances in technology may lead to “better or advanced” products being selected for replacement.

This Warranty is further conditioned on the purchaser contacting **Creo Light** during the warranty period between normal business hours to review the issue and initiate the Returned Merchandise Authorization (RMA) process. This must be done prior to the return of any defective product. Only products manufactured by **Creo Light** may be returned through the **Creo Light RMA** process. No defective products, **Creo Light** or otherwise, will be returned to purchaser. The **Creo Light RMA** form must be legible and completed in details prior to approval for return.

The **Creo Light Warranty** is further conditioned and will only apply to **Creo Light** products that are properly installed. This includes wiring and connection to proper approved components and product working environments. This Warranty is void and does not apply to products that fail as a result of neglect, mistake, misuse, alteration, improper installation or implementation. This includes but is not limited to: improper wiring, installation under improper and non-approved operating environments such as temperature, humidity, chemical contents environment or voltage conditions; improper installation using components that are not approved or are not **Creo Light** products.

Installation and usage of **Creo Light** products should only be completed in association and complete knowledge of all necessary and related codes, standards and instructions of installation. It is the responsibility of the purchaser to obtain all necessary approvals and to understand the product’s intended use and all relevant instructions, recommendations, and guidelines for the proper installation, use of any **Creo Light** product and related “manufactured products,” used in conjunction with. The accuracy and completeness of any statements, technical information and recommendations in any form of product literature or instructions are not guaranteed, are not part of this Warranty, and does not in any way constitute a warranty. The purchaser is responsible for suitability of installation and full implementation and must determine potential applications and installations independently.

The **Creo Light Warranty** is limited to the supply only in exchange of the defective product. In no way **Creo Light** will be responsible or chargeable for any cost on site involving dismantling and the re-mounting and for any charges related to the specificity of the site conditions.

Warranty Compensation will be based on “usage factors and time in use” and “Technology Value,” and will be prorated based on this and the information collected via the RMA process.

### ★ BASIC WARRANTY

<b>LED Lamps</b>	3 YEARS	<b>LED Outdoor Fixtures</b>	3 YEARS
<b>LED Strips</b>	3 YEARS	<b>LED Controllers</b>	3 YEARS
<b>LED Indoor Fixtures</b>	3 YEARS	<b>LED Drivers</b>	3 YEARS

### ★ EXTENDED WARRANTY FOR SPECIAL APPLICATIONS

**Creo Light** provides an extended five year warranty for selected LED fixtures and components. The extended warranty is noted in the respective product datasheet.