

AlterLume™ warrants that our TruFit™ LED self-ballasted lamp will be free from defects in materials and workmanship for a period of five (5) years, with an average run time of twelve (12) hours per day, from date of installation or date of manufacture if installation date is unknown. AlterLume™ LED lamps demonstrated to be defective within the warranty period will be repaired or replaced at AlterLume's discretion, at no cost, except for shipping, provided the LED Lamps are installed and operated in accordance with manufacturer recommendations.

This warranty applies only to the original purchaser for light fixtures used within the US, Canada, or other countries as specified by AlterLume. The warranty is non-transferable to other parties. The customer shall not assign this warranty or any rights or obligations hereunder without the prior written consent of AlterLume, and any attempted unpermitted assignment shall make this warranty null and void and without further effect.

AlterLume™ reserves the right to examine all failed AlterLume™ LED lamps and reserves the right to be the sole judge as to whether any AlterLume™ LED lamp is defective and covered under this warranty.

The limited warranty does not cover damage resulting from misuse, accident, modification or alteration to the LED lamp, tampering, unsuitable physical or operating environment beyond product specifications, improper maintenance, or failure caused by a product for which AlterLume is not responsible. There is no warranty of uninterrupted or error-free operation. There is no warranty for product with removed or altered identification labels. ALTERLUME™ DOES NOT PROVIDE ANY OTHER WARRANTIES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OF IMPLIED WARRANTIES, SO THIS LIMITATION MAY NOT APPLY TO YOU. AlterLume™ is not responsible for returning, to you, product which is not covered by this limited warranty.

AlterLume™ will not be liable for the following warranty exclusions:

- Problems resulting from external causes such as accident, abuse, misuse, mishandling, negligence, fire, water damage, theft, vandalism, riot, explosion, natural disaster, or other external causes unrelated to product performance.
- Products for which AlterLume™ has not yet received full payment.
- Failures due to misuse, faulty installation, misapplication, extreme environmental conditions beyond those defined in the product specification, under/over voltage situations, lack of compliance with applicable instructions, improper or inadequate maintenance, negligence, accident, or tampering. Note ratings for limits on operating temperatures provided in AlterLume™ product specifications.
- Situations in which AlterLume™ LED lamps are replaced with those from other manufacturers.
- Products not manufactured by AlterLume™, this includes sensors and/or additional controls.
- Costs for shipping.
- Costs for installation.

If you are having trouble with an AlterLume™ product, before seeking limited warranty service, first follow the troubleshooting procedures that AlterLume™ or your reseller provides.

To obtain limited warranty service, you must first obtain a Return Materials Authorization (RMA) and ship-to address by contacting AlterLume. You must return the covered product using approved packaging to AlterLume™. Packaging guidelines can be found at: www.alterlume.com/warranty/rma or by contacting AlterLume by phone for packaging instructions. You must pay any associated packaging and transportation charges, duties and insurance in shipping the LED lamp to AlterLume™.

AlterLume™ will replace the product with a functionally equivalent replacement product, transportation prepaid. AlterLume™ may replace your product with a product that was previously used, repaired and tested to meet

AlterLume current product specifications. You receive title to the replaced product at delivery to carrier at AlterLume™ shipping point. You are responsible for importation of the replaced product, if applicable. AlterLume™ will not return the original product to customers. AlterLume™ warrants that the replaced products are covered for the remainder of the original product warranty or 90 days, whichever is greater.

ALTERLUME™ AND ITS AFFILIATES, SUPPLIERS, DISTRIBUTORS, AND RESELLERS ARE NOT LIABLE FOR ANY OF THE

FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN BODILY INJURY INCLUDING

DEATH AND TANGIBLE PERSONAL PROPERTY; 2) LOSS OF, OR DAMAGE TO, YOUR LIGHTING FIXTURE OR INSTALLATION EQUIPMENT; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF INFORMED OF THE POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW LIMITATION OF LIABILITY, INCIDENTAL DAMAGES, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

Effective July 1, 2017. Warranty terms and conditions do not pertain to purchases made prior to effective date.

For further information on AlterLume's warranty policy go to www.alterlume.com/warranty or contact us at 855-WE-ALTER (855-932-5837) or (408) 224-4520 or email us at warranty@alterlume.com

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