

Limited Warranty for Premise LED Inc. Products

Premise LED Inc. ("Seller") warrants that the product sold to you shall be free of defects in material and workmanship for the period listed in the chart below from the date of original purchase. This limited warranty is provided by the Seller to you as the original purchaser of the Product. The determination of whether the Product is defective shall be made by the Seller, in its sole discretion. A Product shall not be considered defective solely as a result of the failure of individual LEDs. A Product shall be deemed defective when at least 10% of the LEDs in the Product have failed to emit light. The painted finish of the Product(s) will be considered defective in material or workmanship only if there is substantial deterioration, in the form of blistering, cracking, or peeling. The painted finish is not warranted against fading or chalking, as Product(s) may naturally fade or chalk over time due to normal aging.

PRODUCT WARRANTY CHART

PRODUCT GROUP	WARRANTY PERIOD
LED Fixtures	
The following apply to each product series:	
CF3, CF4, CS3, FL4, FM, HBX1, HBX2, LHB3, MD2, PT2, VN, VP2, VP-4848, VPHB1, WP2, WP6, WP7, WS	10 Years
CW2, ES2, FPH1, FPH2, HBV1, LS2, RK1	5 Years
WKL1	3 years
LED Strips	3 years
LED Lamps (>25k hrs)	5 Years
LED Lamps (<25k hrs)	3 years
Accessories and Sensors	
Light Pole Adapters and Brackets	10 Years
Fixture accessories	5 Years
Factory or field installed third party sensors	5 Years
LED Power Supplies	3 years

WARRANTY CLAIMS

To make a claim, you must contact a Premise LED Inc. representative within 30 days of the failure. Please retain the failed product for inspection. A copy of your original receipt or invoice will be required. Failed products in the claim must be returned within 60 days or the claim will close.

If, at the determination of the Seller, the Product is deemed defective, the Seller shall, at its own discretion, elect to satisfy the warranty through any of the following methods: refund the current replacement value, repair the existing Product or replace the Product in question. Warranty value is determined by included "Warranty Replacement Period Calculations" chart.

In the event of refund, the Seller will refund only the current replacement value of the Product. In the event of repair, the Seller shall reserve the right to use new or refurbished parts. In the event of replacement, the Seller reserves the right to use new or refurbished parts. In the event of replacement, the Seller reserves the right to replace with non-identical Products that are of equivalent specifications. In the case of repair, replacement or refund, the warranty period shall continue as of the date of the original purchase.

Upon giving warranty notice, promptly return the Product - with freight prepaid - to the Seller or its authorized service provider.

Address warranty claims to:

Premise LED Inc. 80-86 Carrier Drive, Toronto, ON M9W 5R1

To speak to our Warranty Department directly (8:00am - 4:30pm EST) call 1-416-747-3645 or toll free 1-844-741-2673 x218

WARRANTY EXCLUSIONS

This limited warranty applies only when the Product(s) are installed in applications in which ambient temperatures are within the range of specified operation temperatures and are operated within the electrical values on the LED driver label. Seller will not be responsible under this limited warranty for any failure or loss of the Product(s) that results from external causes such as: negligence; abuse; improper or unauthorized use, installation, handling, storage, maintenance or service, including failure to follow installation, operating, maintenance or environmental instructions prescribed by Seller or applicable national and/or local electrical codes; exposure to adverse or hazardous chemical or other substances; use of reactive cleaning agents and/or harsh chemicals to clean the Product(s); a casualty event; acts of nature; fire; vandalism; civil disturbances; animal or insect activity; power failure; improper power supply; power surges or dips, and/or excessive switching; corrosive environment installations; induced vibration; harmonic oscillation or resonance associated with movement of air currents around the Product(s); alteration; accident; or improper service of the Product(s) performed by someone other than Seller or its authorized service provider or any other occurrences beyond the reasonable control of the Seller.

This limited warranty excludes field labour, freight costs and service charges 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 IS DESIGNED OR IF ANY REPAIRS OR ALTERATIONS ARE MADE BY ANY PERSON NOT AUTHORIZED BY PREMISE IN WRITING.

TERMS & CONDITIONS

No distributor, salesperson, dealer, retailer or other representative has the authority to change, modify or extend this warranty in any respect, either verbally or in writing.

Premise LED Inc. reserves the right to inspect the failed product to determine the cause of failure, and reserves the right to be the sole judge as to whether the product is defective and covered under warranty.

WARRANTY REPLACEMENT PERIOD CALCULATIONS

Based on time from date of purchase				
Year 1	Year 2	Year 3	Year 4	Year 5
No charge repair or replacement				
Year 6	Year 7	Year 8	Year 9	Year 10
the lesser of; 50% of price paid as per original invoice, or 50% of equivalent value replacement	the lesser of; 40% of price paid as per original invoice, or 40% of equivalent value replacement	the lesser of; 30% of price paid as per original invoice, or 30% of equivalent value replacement	the lesser of; 20% of price paid as per original invoice, or 20% of equivalent value replacement	the lesser of; 10% of price paid as per original invoice, or 10% of equivalent value replacement

The foregoing warranty provisions are exclusive and are given and accepted in lieu of any and all other warranties. Whether expressed or implied, including without limitation any warranty against infringement and any implied warranties of merchant-ability or fitness for a particular purpose.

In no event shall the seller be liable for incidental, compensatory, consequential, indirect, special or other damages. Seller's aggregate liability with respect to a defective product shall in any event be limited to monies paid to seller for that defective product.

This warranty is effective for purchases of Product on or after the effective date set forth below. Seller reserves the right to modify this warranty from time to time. Any modification of this warranty shall be effective for all orders placed with Seller on or after the effective date of such revised warranty.

Effective Date: March, 2021