



LIMITED WARRANTY Deco Lighting, Inc. (“DECO”) products have a limited warranty (“Limited Warranty”) to be free of defects in material and workmanship when used as directed and, based on the terms and conditions stated herein:

TERMS AND CONDITIONS Within the terms of this Limited Warranty, all DECO products are warranted to meet the performance criteria outlined in the written product-specific technical data sheets, located at www.getdeco.com, and be free of defects in material and workmanship for the warranty period stated on these documents. All warranties begin on the date of delivery of the products. This Limited Warranty only applies to products purchased from an authorized DECO sales entity and once installed, is not transferable to any subsequent owner. This warranty assumes that the products may be operated for up to twelve (12) hours per day unless specified otherwise and operated within the electrical and temperature parameters on the product technical data sheet, product label and installation instructions, or operated in what is deemed as normal conditions for that type of product. Operation of the products more than 12 hours per day will change the warranty coverage period to a maximum of 4,380 operating hours per warranty year. LED arrays in fixtures will be considered inoperative only if a total of 15% or more of the total individual LEDs fail to illuminate. Product finishes will be considered faulty only if there is substantial deterioration in the form of blistering, cracking, or peeling and not the result of using harsh cleaning agents or exposure to hazardous chemicals or corrosive environments; normal fading or chalking of painted finishes can occur naturally over time and is not considered a defect.

CLAIM DETERMINATION The determination of whether a product is inoperative or faulty shall be made by DECO in its sole discretion with consideration given to the overall performance of the product. If a product has been deemed inoperative or faulty in its materials or workmanship and customer has taken reasonable steps at DECO’s direction to troubleshoot the inoperable or improperly operating product: a) Within the first two (2) warranty years after delivery, DECO will repair or replace (at DECO’s sole discretion) said product or part at no charge or replace with the same or similar functionally equivalent product or part if original is no longer available or deemed unrepairable, excluding labor. DECO reserves the right to use similar, new, reconditioned, refurbished, repaired or re-manufactured product or parts in the limited warranty solution process. The repaired or replaced product is warranted for the remainder of the original warranty period. b) More than two (2) warranty years after delivery, in addition to the above remedies, DECO reserves the right to provide a prorated monetary or product credit (at DECO’s sole discretion) based on the original purchase price and the remaining warranty period. This shall be the customer’s sole remedy with respect to any DECO products.

LIMITATION OF CLAIM The aggregate remedy for any claim shall not exceed the total amount of the purchase price for the product. The cost of labor or administration is not included under this Limited Warranty.

PROPER INSTALLATION REQUIRED This Limited Warranty only applies to reasonable indoor and outdoor usage of the product when properly wired and installed by a licensed electrician in accordance with the instructions contained in the product’s Installation Instructions as well as per any labeling on the product, the current edition of the National Electric Code (NEC), local electrical codes, the Standards for Safety of Underwriters Laboratory, Inc. (UL), and the Standards for the American National Standards Institute (ANSI). Any unauthorized product alteration or installation by a non-licensed electrician will void the warranty.

PROPER USAGE REQUIRED Any failure, loss of performance, or defect in a product arising out of the product’s unreasonable use shall not be covered by this Limited Warranty. This Limited Warranty does not cover damage or failure caused in part by improper installation, use, operation, storage, maintenance, accident, acts of God, extreme weather, lightning strikes, power surges/spikes/dips or unregulated power, excessive switching, operation in temperatures outside of the specified operational range, use in damp or wet locations for products not designed for it, vibration, civil unrest, vandalism, animal or insect activity, damage that occurred in transit and not claimed for on receipt of product, damage during installation/ storage, general wear or aging, mechanical and power connections, or any circumstances that are not applicable to the reasonable use of the product. This Limited Warranty is also not applicable if the system, LED lamp, LED boards, and/or driver is operated in abnormal operating conditions: minimum operating temperature as listed on the technical data sheets; operating out of the recommended operating voltage, excessive operating hours, or operating with dirty or cracked sockets. Warranty period is based on typical 4380 hr./year operation. General wear or aging is not considered a product defect if it does not result in inoperative conditions. This Limited Warranty is automatically voided by the use of non-approved third-party controls, power supplies or any other manufacturer’s components, or if the product is used outside of its intended applications or outside the stated purpose or conditions for which it is designed, as stated in DECO’s written data sheets, product labels and installation instructions.



RG A PROCESS FOR WARRANTY CLAIMS

For replacement/repair service of an alleged inoperative product under this Limited Warranty, the original purchaser or owner at the time of the initial installation of the product must contact DECO for a Return Goods Authorization (RGA) number and provide DECO with information from the original documents for the purchase of the product, including but not limited to the Deco customer number, the Deco sales order number, and the Deco invoice number. RGA numbers may be obtained by calling DECO Customer Service at (800) 613-3326 or via online form. DECO reserves the right to issue a product credit on future orders. Customer is responsible for shipping products to DECO as well as providing any additional information as reasonably requested by DECO in order to process the return request. Once an RGA number is obtained, the alleged inoperative product shall, at DECO's sole discretion, be either scrapped, returned in part, or in returned as a complete unit (at the customer's expense) directly to DECO or the location designated by DECO at the time the RGA is issued. Any product or product components requested to be returned must be returned within thirty (30) days of RGA issuance for the RGA to remain valid. All shipping boxes and packing slips must be marked with the valid RGA number. If the customer purchases an immediate replacement of a product from DECO that is found to be inoperative and covered by this Limited Warranty, DECO will issue a credit for the replacement product and standard shipping if applicable. If the product that is returned with the RGA is found to be inoperative and covered by this Limited Warranty, DECO will provide the remedy outlined in this Limited Warranty and any replacement product will be provided with standard shipping (free of charge). If the product that is returned with the RGA is not found to be an inoperative product by DECO covered by this Limited Warranty, DECO will return the product to the customer at the customer's expense. This Limited Warranty will not apply unless all customer payments have been made in full and, on time, according to the customer's terms. This Warranty is limited to Products purchased in, and for use within, the United States or Canada. This Limited Warranty shall not apply to Products, parts, advice, assistance or service, which DECO furnishes as a promotion, as samples, as a courtesy or accommodation, or for no fee.

LIMITATION OF LIABILITY

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS THE SOLE REMEDY FOR ANY AND ALL CLAIMS, WHETHER IN CONTRACT, IN TORT OR OTHERWISE ARISING FROM THE FAILURE OF PRODUCT AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED TO THE EXTENT PERMITTED BY LAW AND, IN ANY EVENT, SHALL BE LIMITED TO THE WARRANTY PERIOD SPECIFIED ABOVE. THE LIABILITY OF DECO SHALL BE LIMITED TO THE TERMS OF THE EXPRESS WARRANTY SET FORTH HEREIN. IN NO EVENT WILL DECO BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, DAMAGES RESULTING FROM LOSS OF USE, PROFITS, BUSINESS OR GOODWILL, LABOR COSTS, REMOVAL OR INSTALLATION COSTS, DECREASE IN THE LIGHT OUTPUT OR CCT VARIATIONS OF THE LAMP, AND/OR DETERIORATION IN THE LAMP'S PERFORMANCE, WHETHER OR NOT DECO HAS BEEN ADVISED OF THE POSSIBILITY THEREOF. WARRANTY SERVICES PROVIDED UNDER THESE TERMS AND CONDITIONS DO NOT ENSURE THE UNINTERRUPTED OPERATION OF PRODUCTS; DECO SHALL NOT BE LIABLE FOR DAMAGES CAUSED BY ANY DELAYS INVOLVING WARRANTY SERVICE. UNDER NO CIRCUMSTANCES SHALL DECO'S ENTIRE LIABILITY FOR A INOPERATIVE PRODUCT EXCEED THE PURCHASE PRICE OF THAT PRODUCT. WARRANTY SERVICES PROVIDED UNDER THESE TERMS AND CONDITIONS DO NOT ENSURE THE UNINTERRUPTED OPERATION OF PRODUCTS; DECO SHALL NOT BE LIABLE FOR DAMAGES CAUSED BY ANY DELAYS INVOLVING WARRANTY SERVICE.

EFFECTIVE DATE

This warranty is in effect as of 12/1/2021 and supersedes any prior warranty statements or coverages. DECO reserves the right to modify this Limited Warranty from time to time; any such modification shall be effective for all purchases made after the effective date of such revised Limited Warranty.

ADDITIONAL WARRANTY COVERAGE

DECO may make available additional product warranty coverage, at an additional cost, for seven (7) or ten (10) year product repair or replacement, and/or warranty labor allowances of up to \$500/fixture. Said additional warranty coverage may not be available for every product and must be purchased prior to shipment, and will appear as separate SKU's on all quotation forms and customer invoices.