



LIMITED WARRANTY FOR CUSTOM PRODUCTS

For a period of two years from the date of shipment, LightArt, warrants that its products will conform to the supplied product specifications and will be free from defined defects in materials and workmanship. Claims made under this limited warranty must be submitted to LightArt in writing by no later than two years after the shipment of the product.

In the event of a warranty claim, LightArt shall have the option to either (1) replace the product, (2) repair the product or (3) refund the purchase price of the product. In no event does this limited warranty cover any costs relating to (re)installation or fabrication expense or any other direct or indirect loss which may result from product failure.

This limited warranty is exclusive and in lieu of all warranties, express or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose, and all other liabilities or obligations on the part of LightArt. LightArt does not assume any obligation or liability other than those expressly set forth herein, nor authorize any representative or other person to do so. LightArt shall in no event be liable for any special, consequential, or incidental damages arising out of the use or application of the a LightArt product.

THIS WARRANTY DOES NOT COVER

1. Damage resulting from unusual wear and tear on the product;
2. Damages resulting from any wet exposure, exterior or extreme temperature applications. Wet exposure is defined as any location where moisture exists unless a wet rated product is used. Exterior location is defined as any location outside of the enclosed, climate-controlled interior of a building. Extreme temperature range is defined as -20C to +40C;
3. Damage resulting from improper specification, fabrication or installation;
4. Damage resulting from failure to maintain according to LightArt product usage guidelines;
5. Damage resulting from accident or abuse;
6. Damage resulting from the failure of a third-party's product;
7. Damage to custom products designed and manufactured with custom inserts or based on custom specifications supplied by a customer or its agents;
8. Damages resulting from improper power supply, power surges or dips, control systems that are beyond the specified limits of the products and improper storage, alteration, maintenance, or service;
9. Variations in dye lots, gauges, textures, and finishes, that may vary slightly between the samples provided to customers and the product actually delivered.

See LightArt Limited Warranty / Terms and Conditions for further details
Standard Warranty v3 / 3.29.2023





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FABRICATION

In the event that a customer has requested custom fabrication in connection with a LightArt custom product (including any seaming, edge finishing, heat draping and/or molding), this limited warranty does not cover any of the following: (a) visibility of seaming, (b) slight irregularities in gauges and textures of seaming or edge finishing provided by LightArt or (c) slight irregularities in the surface of any product that has been subjected to heat draping and/or molding.

FILING A CLAIM

LightArt requires the following in order to formally file a claim:

- Detailed problem description including fixture type, quantity, and number of damaged fixtures.
- Images of damaged/defective product.
- In the case of defective lighting, an image of the wiring to the driver and electrical system.
- In the case of shipping damage, an image of the fixture within packing materials and sent within 30 days of shipment date.

Upon review of this information, if the claim is justified LightArt will request a return shipment to inspect and test the damage/defective components in person.

LightArt will provide packing materials and arrange fully paid shipping for the return of fixture in question.

LightArt shall determine the cause of failure and reserves the right to be the sole judge as to whether any of the components are defective and covered under this limited warranty.

If it is determined that a product returned to LightArt is not covered by this limited warranty, LightArt will not return the product unless the sender specifically so requests and pays for all return shipping expenses.

Warranty claims regarding the product(s) must be submitted in writing within thirty (30) days of discovery of the defect or failure. Please contact LightArt's Tech Support Team at techsupport@lightart.com to report and verify warranty coverage.

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