



## **Limited Warranty - Lighting**

### **General Policy**

NDR Electric warrants to the Purchaser that the products being offered and sold will be free from defects for a period of twelve (12) months from the date of delivery. During this period should the product appear to be defective, NDR reserves the right to repair or to replace the said defective product. All installation and removal labor costs, transport costs to and from the Purchaser, will be the responsibility of the Purchaser.

The Purchaser will be required to supply a copy of the original purchase receipt. No returns to NDR will be accepted without a return authorization from an NDR representative (customer service department).

The following product categories have a warranty period as follows:

Recessed Lighting housings & trims (except LED): (including low voltage transformers)	1 year
All Under Cabinet Lighting Products (except LED): (including transformers & ballasts)	1 year
General Lighting Products	1 year

### **LED Product Warranty Policy**

NDR Electric, during its manufacturing process makes every effort to ensure that the LED emitters and the light source, is of the highest quality, however the nature of the LED market means that there might be fluctuations in the performance and color temperature (+/-250K) between individual modules. Replacement products may vary in color, temperature and performance due to variations in product development and usage. All efforts will be made to ensure replacement product is equivalent to initial product, however we cannot guarantee a perfect match.

Overall LED performance and life is dependant on usage levels, environmental temperature, fixture location and the general maintenance of the fixture. All our LED designs are tested to ensure that they meet hour life time expectations.

The following LED product categories have a warranty period as follows:

LED Recessed Lighting housings & trims:	3 years
LED Under Cabinet Lighting & Shop Light Products:	3 years
LED Razor Series Products:	5 years

### **Exceptions to Product Warranty**

The warranties mentioned above shall not apply in the following situations;

1. Damages resulting from normal wear and tear, negligence, accident, or misuse.
2. Improper installation, alteration or damage due to electrical fluctuations, fire, flooding or any acts of god.
3. Failure of the product due to modifications or integration of other manufacturer's products

For all questions or claims, please contact our customer service department at 1-855-739-8228 or by e-mail at [sales@ndrelectric.com](mailto:sales@ndrelectric.com).