

# LIMITED WARRANTY LIGHTING

## GENERAL POLICY

NDR Lighting 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 Lighting 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 product receipt. No returns to NDR Lighting will be accepted without a return authorization from an NDR Lighting representative (customer service department).

The following product categories have a warranty period as follows:

## LED PRODUCT WARRANTY POLICY

NDR Lighting, 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 our lifetime expectations.

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

## 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 nature.
- 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 :

**sales@ndrlighting.com**  
**1 855 739 8228**

Recessed lighting housings and trims (except LED)

1 year

LED under cabinet lighting

LED Razor series

LED Ridge series

LED Edge series products

LED Orbit series

LED Triad series

LED Apex series

LED Wrap & Linear series

LED Flush Mount series

LED Eagle series

LED Outdoor Security series

LED Tape Light series

5 years