



Brilled Lighting Warranty

Brilled Lighting and lighting products

Limited Warranty Coverage

Brilled Lighting products come with a standard 5-year limited warranty, unless specifically noted otherwise in specifications. This warranty is not transferrable, and only applies to the original End User. Extended 10-Year Warranties are available on most products upon request.

Brilled Lighting warrants that the hardware shall be free from material defects in design, materials, and workmanship and will function, under normal use and circumstances, for a period of 60 months from the time it leaves Brilled Lighting door.

Hardware is defined below and carries a 5-Year limited liability warranty:

- Lighting Strips or Fixtures
- All hardware, casings & housings
- LED Drivers
- LED diodes

All other branded products (light switches, smart home products, and alternate manufacturer sourced products) are warranted under the respective manufacturers warranty.

The End-User's sole and exclusive remedy and Brilled Lighting sole and exclusive liability for defective hardware shall be, solely upon confirmation of a defect or failure of hardware to perform as warranted, either repair or replace the defective part without charge, subject to the conditions and limitations stated herein. Such repair service will include any necessary adjustments and/or replacement parts, but does not include costs of labor unless expressly stated in writing for a given order. Labor warranties are available upon request.

Warranty Claims

By submitting a warranty claim, End-User accepts and agrees to be bound by all the terms and conditions contained herein. The process for a warranty claim is as follows:

1. Inform Brilled Lighting as soon as the warranty claim arises;
2. Send to Brilled Lighting your original proof of purchase and description of the fault; including pictures or videos of the defective product.
3. Upon receipt of proof of purchase, Brilled Lighting will contact the customer and discuss replacement options, urgency, Brilled Lighting's current stock and options for swapping defective product.
4. In the instance the product has failed within 90 days of leaving Brilled Lighting's facility, Brilled Lighting will cover shipping to and from location on warranty parts / repair items



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- a. For those items that are past 90 days of leaving Brilled's facility, end-User pays for all packing, freight, transportation, and insurance costs for transit of warranty item (if needed).

If the warranty claim is accepted Brilled Lighting will, at its own cost, if within applicable warranty time frames as noted above:

1. Repair or replace any faulty parts or rectify any faulty workmanship; and
2. Return warranty parts to End-User.

End-User will be required to return defective products to Brilled Lighting for further inspection. Brilled Lighting will pay transit back to our office for defective items needing to be returned.

Any warranty part shipped to or delivered to Brilled Lighting must have prior notification and RMA paperwork included or the unit will be refused and shipped back to the customer at their expense.

Warranty on Repaired Parts

All replacement hardware furnished to End-User under this warranty shall be new or reconditioned to be functionally equivalent to new. Replacement hardware is warranted to be free of defects in material or workmanship for the remainder of the warranty period of the original hardware. All defective hardware, which has been replaced, shall become the property of Brilled Lighting.

Warranty Restrictions and Disclaimer

Warranty shall be void due to any of the following: (1) if the Product has been opened, modified, altered, or repaired, except by Brilled Lighting, (2) if the Product has not been installed or maintained or used in accordance with instructions provided by Brilled Lighting, (3) misuse, abuse, accident, thermal or electrical irregularity, theft, vandalism, fire, water or other peril, (4) damage caused by containment and/or operation outside the environmental specifications for , (5) connection of Brilled Lighting LEDs to other systems, equipment or devices (other than those specifically approved by Brilled Lighting), or (6) removal or alteration of identification labels on the Product or its parts (7) failure to comply with all warranty return terms and conditions as set forth herein.

The warranty does not cover: circumstances beyond Brilled Lighting's control; normal wear and tear (in accordance with L70 tests), natural disasters; misuse, abuse, pest infestation; damages due to accident; damages due to broken or cracked parts; damages due to electrical surges such as lightning or sparks; exposure to liquid or infiltration of foreign particles, servicing or modification of Brilled Lighting Luminaries other than by Brilled Lighting; service or parts to correct problems resulting from the use of attachments, accessories, or alterations not authorized by Brilled Lighting; service required as the result of unauthorized modification, upgrading or service; failure to follow Brilled Lighting's operating and maintenance instructions; use of the product in voltages other than designated voltage.



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Repair or replacements of defective parts without charge are Brilled Lighting's only obligation under this warranty. Whole unit replacement or refund is not an option to this warranty agreement. Brilled Lighting will not be responsible for any consequential or incidental damages resulting from the purchase, use, or improper functioning of the unit regardless of the cause. Such damages for which Brilled Lighting will not be responsible include, but are not limited to, loss of revenue or profit, downtime cost, loss of use of the unit, loss of or damage to facilities or services, or claims for such damages.

Brilled Lighting does not warrant that Brilled Lighting products are locally certified for electrical compliance in any country, unless specifically noted (pertaining to CE, UL or ETL approval).

Brilled Lighting reserves the right to repair or replace customers' units at its discretion; make improvements and or changes to its equipment any time a unit is submitted for warranty repair; to refuse or reject any and all warranty claims for any reason whatsoever if, based on Brilled Lighting estimation, damage to subject equipment was not caused by component or factory workmanship defects.

Limitation of Liability

In no event will Brilled Lighting be liable for any indirect, incidental or consequential damages of any kind regardless of the form of action, whether in contract, tort including negligence, strict liability or otherwise, even Brilled Lighting or End-User has been advised of the possibility of such damage, and whether or not any remedy provided should fail of its essential purpose. The total cumulative liability to End-User, from all causes of action and all theories of liability will be limited to and will not exceed the product purchase price of the respective Brilled Lighting product.

Purchase of the Brilled Lighting product stands as acceptance of this warranty agreement and all terms therein.

This warranty agreement and all liability towards Brilled Lighting lies solely between Brilled Lighting and its direct End-User customer. This agreement does not extend to any other End-User association or individual.