



5-YEAR PERFORMANCE GUARANTEE / WARRANTY

LED Concepts provides a 5 Year Limited Warranty under the hereby stated terms and conditions:

1. Customers must have purchased directly from LED Concepts, USA, and installation performed by an authorized (LED Concepts Approved) installer.
2. The warranty applies if any of the following occurs:
 - a. Failure of function with no external factors.
 - b. Color Shift or Flickering
 - c. Over 35% depreciation of light output compared with initial lumens.
3. LED Concepts liability under the limited warranty
 - a. Within the warranty period, LED Concepts provides free repair service. If the certain item can not be repaired, LED Concepts will offer a new replacement at no extra cost. In case the model is discontinued, LED Concepts will replace the item with similar grade and pricing.
 - b. Within the warranty period, LED Concepts bears the shipping cost back and forth for replacing the defective goods.
 - c. Labor to remove, replace or re-install covered fixture not included.
4. Exclusions - This warranty does NOT cover the following:
 - a. Problems caused by improper operation of the buyer, including damages of light source and driver caused by unstable current flow.
 - b. Goods dismantled or modified without approval from LED Concepts.
 - c. Goods replaced with parts that do not come from LED Concepts.
 - d. Operation temperature exceeds the range of -25 to 45 degree centigrade.
 - e. Repair work done by unauthorized personnel without LED Concept's approval.
 - f. LEDs installed without bypassing ballasts (where applicable).
 - g. Major force and other act of God.
5. Warranty Period: 5 years from the date of purchase.
6. Verification of defective goods: Customers may need to provide clear pictures or videos to prove that such defects exist.