



GARDEN LIGHT LED | TERMS AND CONDITIONS

WARRANTY TERMS & CONDITIONS

GARDEN LIGHT LED Fixtures are warranted to be free of defects in material and workmanship under normal use from the date of original purchase throughout the 20-year limited warranty. If your Fixture/Transformer should prove to be defective within the 20-year limited warranty, GARDEN LIGHT LED will repair it or, if GARDEN LIGHT LED determines it necessary, will replace it without charge to you. To obtain warranty service, please call **813-369-5072**, or send an email to warranty@gardenlightled.com. Failure to contact GARDEN LIGHT LED prior to sending in any materials for return will result in a processing, and possible restocking fee of materials regardless of the reason for the return. The GARDEN LIGHT LED limited warranty excludes damage caused by any of the below specified reasons;

- Abuse, accident, mishandling, or Improper installation (does not meet NEC Codes)
- Failure to adhere to the provided operating instructions.
- Exposure to chemicals such as Chlorine, Pesticides, Fertilizer, or Salt Water (excluding water in the case of waterproof products).
- Servicing or modifications of the Product other than by GARDEN LIGHT LED, or their authorized service agents.
- Improper, or Negligence in the maintenance/service.
- Acts of God or Natural Phenomena (e.g. Insects, Fire, Tornado, Hurricane, Lightning Strike, etc).

The GARDEN LIGHT LED limited warranty only applies when all components (wire, drum connectors) and transformers have been provided by GARDEN LIGHT LED, and installed by a GARDEN LIGHT LED Certified installer. Substituting another manufacturer's products, components, or non-certified installer will render the warranty completely void.

***** The Garden Light LED Warranty is not transferable, and is only valid to the original purchaser of the materials unless written consent is given by Garden Light LED and the Certified Installer.**

FINISH WARRANTY

Outdoor Finishes:

Finishes for fixtures installed outdoors are subject to change due to prolonged exposure to sunlight, pollutants and other environmental conditions. Metal finishes on outdoor fixtures will naturally mature over time, changing in appearance and creating a living finish. Finishes on outdoor fixtures may naturally fade over time, depending on the fixture's exposure to the outdoor elements. Thus, any claim for fading, discoloration or "patina" of a finish on an outdoor fixture is not applicable to the above warranty terms.

Coastal Environments:

Any environment within ten miles of a sea coast can be extremely corrosive for metal components. Even with the appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this environment. Any claim for finish failures, or for corrosion of other components due to coastal environment conditions is not applicable to the above warranty. This does not apply for Solid Brass, Stainless Steel and Stainless Aluminum (Anodized) fixtures.

EXCLUSIVE TRANSFORMER LIFETIME WARRANTY

Should any GARDEN LIGHT LED transformer fail to operate properly for any reason please contact warranty@gardenlightled.com or call **813-369-5072** to have the Transformer repaired or replaced at our discretion. This warranty covers material defects, and accidental damage under normal usage. Intentional misuse, vandalism, modification or gross neglect shall void all warranties.

EXCLUSIVE HALOGEN 10-YEAR WARRANTY

Should any GARDEN LIGHT LED halogen fixture fail to operate properly for any reason please contact warranty@gardenlightled.com or call **813-369-5072** to have the Fixture repaired or replaced at our discretion. This warranty covers material defects, workmanship, and accidental damage under normal usage. Intentional misuse, vandalism, or gross neglect shall void all warranties.

EXCLUSIVE SPECIAL ITEM 1-YEAR WARRANTY

Should any GARDEN LIGHT LED special items including close-outs, timers, photo-controls fail to operate properly for any reason please contact warranty@gardenlightled.com or call **813-369-5072** to have the item repaired or replaced at our discretion. This warranty covers material defects, workmanship, and accidental damage under normal usage. Intentional misuse, vandalism, or gross neglect shall void all warranties.

RETURN & REFUND POLICY

*** The Return & Refund terms also include exclusive led fixture & turtle friendly fixtures**

Return Merchandise Authorization (RMA) Request Form:

Once the RMA Request has been received by GARDEN LIGHT LED we will log the information provided, and create a RMA Form that will be emailed with the return shipping labels. The RMA Form will act as the packing list, and receipt for the materials being returned. Please ensure that the materials being returned are packaged securely as to not get damaged in transit. If the return will require multiple boxes to process the return you will need to inform GARDEN LIGHT LED so that we can ensure the correct number of shipping labels are provided.

Returns:

All materials being mailed into GARDEN LIGHT LED for repair or refund will all require an RMA Number from the Warranty Department of GARDEN LIGHT LED, and a RMA Form before they are sent in. The RMA Form not only will be the acknowledgment of the return request, but will also act as the packing slip for the returned materials. Any items returned without authorization from GARDEN LIGHT LED will be subject to a processing fee as well as a restocking fee per line item.

Once GARDEN LIGHT LED has received your item(s) they will be inspected and evaluated by the GARDEN LIGHT LED Warranty Technicians. GARDEN LIGHT LED will require a minimum of 72 hours from time of delivery to process any return. Any Return shipping labels provided at the discretion of the Warranty Department are only available within the continental United States, and North America.

Escalation/Evaluation Return: These Returns are a part of an insurance claim, or the cause of failure from the field is unknown. A Standard Return can be changed to an Escalation Return in the event the Installer/End-user feels the information from the initial Analysis Report is not enough information.

Refund:

You will have up to 30 days from the time of invoicing to contact GARDEN LIGHT LED about returning an item(s) for a refund. Afterwards request received up to 60 days will only be available for store credit. Request received up to 90 days will only be available for exchange for materials of equal value.

- **Item(s) must be unused and in original packaging.**
- **Custom/Special Build request are not eligible for Refund.**
- **To be eligible for a refund, your item(s) must be unused, and in original package.**
- **You must be able to provide either an Invoice or PO Number as a proof of purchase.**

***** Walk-In or Drop-Off Returns, Exchanges or Refund requests at the GARDEN LIGHT LED Office can have the RMA Form processed at that time, but will be handled under a strict case by case basis.**