

Warranty Claims

VALS LIGHTING Limited Warranty

VALS LIGHTING is pleased to provide the following limited warranty covering VALS LED Lighting products listed below. Products purchased directly from VALS or a VALS approved distributor. VALS warrants that all products comply with VALS's published specifications and are free from defects in materials and workmanship.

Defective Product solution: If a VALS LIGHTING product fails during the warranty period due to defects in materials or workmanship, after the date of purchase, VALS will (at our discretion) replace the defective product with a new or comparable product. This warranty applies only to products that are operated within VALS's specifications and operated in conjunction with lighting equipment designed and approved for the application in environmental conditions (temperature, humidity and air movement) within the normal specified operating range of the system.

Products included in scope of warranty:

- **Low voltage lighting products, including: LED Modules, Flexible LED strips, Backlight panels and Flex Neon** - 5 years
- **Outdoor luminaires** - 5 years
- **Power supplies Dimmable & Non-dimmable** - 5 years
- **High voltage products** - 2 or 3 years depends datasheet
- **Controls and dimmers** - 5 years
- **LED Fixture contains a battery** - 1 year

Terms and Conditions: The foregoing VALS Product warranty does not apply to failures caused by acts of God or as a result of any abuse, misuse, abnormal use, or use in violation of any applicable standard, code or instructions for use in installations, including, but not limited to, those contained in the Standards for the International Electrotechnical Commission. VALS reserves and has the right to examine failed products to determine the cause of failure. The date of purchase must be verified by invoice or any other purchase document.

The foregoing warranties constitute the sole and exclusive remedy of the purchaser and the sole liability of VALS warranty. No warranty of merchantability or fitness for a particular purpose is made or to be implied. In no event shall VALS be liable for any other costs or damages including labor cost, lost profits, indirect, shipping freight, duties tax, incidental, special or consequential damages.

Important: All VALS products must be installed by a certified electrician.

To Make a Warranty Claim: Retain the failed products & invoice and notify us by emailing



Vals Lighting (Shenzhen) Co., Ltd

info@valslighting.com to obtain an RMA(Return Material Authorizations) to return the products. This warranty extends only to the Purchaser. However, VALS will honor, under the terms of this Limited Warranty, valid warranty claims made by Purchaser for the remedy set forth above as a result of warranty claims made to purchaser by its customers and indirect customers.

Return Shipping: Buyer is responsible for all shipping and related costs. If it deemed a manufacturers defect, the shipping charges will be credited.