



Jiao Guang Lighting Co., Ltd.

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Jiao Guang Lighting Manufacturing Warranty Policy (2022)

Jiao Guang provides limited manufacturer warranty under the hereby stated terms and conditions:

1. Customers who purchase directly from Jiao Guang.

2. The warranty applies if any of the following occurs:

- a. Failure of function with no external factors.
- b. Flickering;

3. Jiao Guang liability under the limited warranty

- a. Within the warranty period, Jiao Guang provides free repairing service. If the certain item can not be repaired, Jiao Guang will offer the new one for replacement at no extra cost. In case the model is suspended, Jiao Guang will replace the item with similar grade and pricing ones.
- b. Within the warranty period, customer bears the shipping cost back to Jiao Guang and Jiao Guang bears the new replacement light shipping cost. This limited warranty excluded field labor and service charges related to the repair or replacement of the Product.

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 Jiao Guang. Goods replaced with parts that do not come from Jiao Guang.
- c. Loss of Jiao Guang production date or serial number on the products.
- d. Operation temperature exceeds the range of -20 to 40 degree centigrade.
- e. Repair work done by unauthorized personnel without Jiao Guang approval.
- f. Lightning stroke, or storm damage.
- g. Force Majeure and other act of God.

5. Warranty period:

5 years for LED lights