

## IMPORTANT WARRANTY INFORMATION:

### Warranty Policy – Overview

NATIONAL LED SOLUTIONS LLC warrants its new, factory certified, products and its parts against defects in material and/or workmanship during the specified warranty period. During this period, NATIONAL LED SOLUTIONS LLC, at its sole option, will repair or replace a defective product or part without charge to you. (This excludes shipping.) NATIONAL LED SOLUTIONS LLC warrants all NATIONAL LED SOLUTIONS LLC UL LED tubes, street light bulbs, LED lights and power supply which you have purchased directly from NATIONAL LED SOLUTIONS LLC.

All products sold by National LED Solutions LLC (abbreviated NLS) guaranteed to be free from defects in materials or workmanship under normal use during the warranty period. For all warranty claims, the product(s) must be returned to the place of purchase with a valid receipt or invoice. If you purchased your NLS product at a retail store or a distributor the product must be returned to the point of purchase. If you purchased your NLS product online the product must be returned to the online reseller. Please read the warranty statement that applies to your product below.

This limited warranty covers normal usage only. NLS does not warrant and is not responsible for damages caused by misuse, abuse, accidents, viruses, unauthorized service or parts, or the combination of NLS branded products with other products. This limited warranty does not cover software or non-NLS branded products. The original manufacturer does not provide any warranty applicable to software or non-NLS branded products.

**Applications:** All LED light bulbs/tubes from National LED solutions LLC. Are designed for indoors use only in "open air" or nearly "open air" fixtures, such as exposed track and suspended fixtures. All LED light bulbs/tubes can not be used in fully enclosed fixtures. Unless noted intended for outdoor use like corn lamps inverted and stubby product or fixtures when using retro fit bulbs proper size bulbs and cooling space is important.

### Warranty Policy 3 or 5 year on product only.

**Thirty-Six (36) or Sixty (60) MONTH WARRANTY ON ALL LED LIGHTS AND STREET LIGHT BULBS**  
National LED Solutions guarantees the original purchaser of the product(s) a **Thirty-Six (36) or Sixty (60) Month Warranty** from the date of original purchase against manufacturer defects in materials, workmanship and finish under normal use excluding damage resulting from road hazards such as gravel or other debris, product misuse, improper installation, impairments from accidents, product modifications or product neglect. This **Thirty-Six (36) or Sixty (60) Month Warranty** applies only to new products and is limited to the repair or replacement of National LED Solutions LLC products. Warranty does not include electrical components or light bulb replacement, costs of removal, installation, labor, freight, inconvenience or consequential damages. Original purchaser must return defective merchandise, along with the purchase receipt or invoice, to the original place of purchase.

During the warranty period, National LED Solutions LLC will repair or replace defective parts with new or, at National LED Solutions option, serviceable used parts that are equivalent to new parts in performance. All exchanged parts and products replaced under this warranty will become the property of National LED Solutions LLC. This warranty does not apply any involved installation, removal or replacement caused by National led solutions LLC LED light bulbs or fixtures.

### DOA (Dead on Arrival) Products

Customer shall request DOA merchandise to be replaced within 7 days from the date of the original invoice. Customer must request a RMA (Return Material Authorization) number for the DOA product within 7 days from the date of the corresponding issued invoice.

### Regular RMA (In-Warranty Products)

This provision excludes products, which defects are caused by customer and/or carrier's mishandling. The following described products are excluded from repair service, and are advised not to be sent back to NLS for repair as they are deemed not repairable. Products found bent, corroded, deformed, mildewed, broken, rusted, scratched PC board surface or of similar conditions.

### RMA Return Procedures

Customer shall email the detail information of defective products to [kschaddelee@nls.nceusa.com](mailto:kschaddelee@nls.nceusa.com) or [rschaddelee@nls.nceusa.com](mailto:rschaddelee@nls.nceusa.com). The information should include your purchase invoice date and number, returned quantity, model number, problem description and your contact information. A RMA# will be emailed to you with instructions.

## Prepare Product Return for Service

### Box or Carton

When returning a product back to National led solutions. it should be boxed and packed in the original packing to prevent damage in transit. If the original packaging is not available a comparable corrugated box/carton and foam packing should be used to prevent damage to the product during shipping. Damaged product(s) will be refused.

## Single Package Shipping

NLS recommends the use of the original corrugated box/carton and foam packing.

If original box/carton is not available, pack in a double walled corrugated box/ carton, which can withstand the weight of the product. For best results contact your shipping carrier for their packing and shipping guidelines.

## Cartons on Pallets

All pallets are to be clearly labeled with the RMA (Return Merchandise Authorization) number. If a pallet consists of more than one RMA #, make sure that all RMA #'s are labeled on the pallet.

Make sure the RMA number(s) are written on each carton on a minimum of two (2) sides.

## Discrepancies

Any claims for loss or damage must be made directly to the carrier by the shipper. NLS will notify the customer within 2-4 business days of any damage or non-NLS product received. We reserve the right to refuse any shipment which is suspected of damage. A product, which has the serial number label missing, tampered with or altered, will be refused for service. Customer will be required to pay for return shipping.

## Freight Charge

NLS and customer, each party will pay for one-way shipping for depot repair and replacement in warranty period. Customer will pay round trip charge for out of warranty repair.

## RMA Turn-Around Time

NLS - RMA department will retain 5 -10 business days in our facility to process your RMA.

In order to ensure a fast turn-around time, the products that are shipped back to the customers will be replacements of the same model(s) as returned RMA or the same product(s) as returned RMA. NLS will decide either way without notice.

## Out of warranty

Customer is responsible for all parts, labor and shipping charges. For rates and estimates please call and ask for service department. Products repaired or replaced by NLS they carry a 90-day warranty or the remainder of the original warranty. Retain the RMA number the product was repaired or replaced with and the proof of purchase in your records.

## Damages

All damages must be labeled with the date of purchase which is the same as that in the invoice. All damages must be reported and noted on the bill of lading same day product is received, and faxed to us immediately in order to properly file a claim report. Otherwise, Customer is responsible for all incurred repair costs, which may include: labor, parts, and all related shipping charges. NLS retains the right to assess all warranty claims and to determine if damages are covered by the warranty. In case of a claim that is not covered by the warranty, you will be contacted to determine whether NLS should repair the damage for a fee or whether the product should be returned to you as received by NLS.

## Return to original Shipping Point

The return of products must be shipped back to the original shipping point or otherwise negotiated.

## DISCLAIMER for National LED Solutions LLC.

Buyer assumes all risk and liability whatsoever from the installation and use of National LED Solutions, LLC products. NLS products are sold as light bulbs, lighting accessories, lighting fixtures, or LED drivers and should not be relied upon as protection for the other fixtures that work with these LED light bulbs. Fixtures equipped with a supplemental restraint system (packaging material) deployed by impact should not be modified by any aftermarket Grille without first consulting the fixture manufacturer. NLS assumes no liability for injury, loss, incidental or consequential damages in the event of an accident.

Effective Date: July, 27<sup>th</sup>, 2012.

\*Warranty coverage for 2012 Products begins January 1, 2013.