

1-Year Warranty Certificate for Solar Wall Lamp

Warranty Period: 12 months from the date of purchase

1. Warranty Commitment

Under normal use conditions, within 12 months from the date of purchase, if your solar wall lamp experiences functional failures due to material or manufacturing defects, we will provide free replacement services.

2. Warranty Coverage

Covered Issues:

Solar panel charging malfunction (failure to store or discharge power).

LED bead damage causing lighting failure or abnormal brightness.

Control panel display failure

Structural component cracks or detachment (e.g., screw holes, hook breakage).

Service Options:

Replacement: Provide a new unit of the same model or equivalent performance if repair is unfeasible.

3. Exclusions (Non-Covered Issues)

The following cases are not covered under warranty:

Human-Induced Damage:

Tampering, disassembly, or unauthorized modification.

Physical impact, drops, or improper installation (e.g., unstable wall mounting causing detachment).

Environmental or Misuse:

Prolonged exposure to strong acids/alkalis, extreme heat (>50°C), or cold (<-20°C).

Non-compliant operation (e.g., using non-standard USB chargers causing overload).

Force Majeure:

Natural disasters (lightning, floods, earthquakes), fires, or war-related damage.

Damage from animal bites, insect infestations, or accidental circuit intrusions.

Consumables:

Normal wear and tear, minor scratches on the solar panel.

4. Warranty Claim Process

Claim Submission:

Contact wayfair customer service Provide proof of purchase (invoice/receipt) and a detailed malfunction description.

Return the faulty product to the specified address (shipping costs borne by the customer).

Inspection & Resolution:

A diagnostic report will be issued within 7 business days of receiving the product.

For covered issues, replacement will be completed and returned within 15 business days (shipping costs borne by us).

5. Usage Guidelines

Maintenance Tips:

Clean the solar panel regularly to ensure optimal charging efficiency.

Charge via USB every 3 months if the lamp is unused for extended periods.

Safety Warnings:

Do not use in flammable or explosive environments.

The product is rated IP65 waterproof but should not be fully submerged.