

LIMITED WARRANTY

The manufacturer warrants its interior lighting products, including **LED fixtures**, against **structural and wiring defects** for a period of **5 years or 25,000 hours** from the date of retail purchase, with proof of receipt. Additionally, LED components in Golden Lighting products are covered under extended warranty terms outlined below.

We will, at our discretion, repair or replace products or components that fail to operate or exhibit defects during the warranty period.

LED LIGHTING WARRANTY DETAILS

The manufacturer's LED products are manufactured to provide long-lasting, energy-efficient performance. To support this, we offer the following coverage:

1. **LED Light Engines (Boards):**
 - Covered for **5 years or 25,000 hours** from the date of retail purchase.
 - Protection includes defects in material or workmanship, inconsistent light output, or premature failure under normal use.
 2. **LED Drivers:**
 - Covered for **5 years or 25,000 hours** from the date of retail purchase.
 - Protection includes operational defects or failure to perform as intended under normal residential use.
 3. **Structural and Wiring Defects:**
 - Covered for **5 years or 25,000 hours** from the date of retail purchase, for issues related to the fixture housing, internal wiring, or connections.
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What is Covered

- **LED Failure:** If an LED board or driver stops functioning or exhibits inconsistent light output during the warranty period, Golden Lighting will repair or replace the defective component at no cost to the customer.
 - **Product Performance:** This includes LEDs that fail to meet performance standards during the warranty period, such as diminished brightness or color consistency under normal use.
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What is Not Covered

Our's warranty for LED lighting excludes:

1. **Environmental Damage:**
 - Damage caused by exposure to excessive moisture, humidity, salt air, or corrosive chemicals.
2. **Improper Installation:**
 - Issues caused by incorrect wiring, incompatible dimmers, or failure to follow installation instructions.
3. **External Causes:**
 - Electrical surges, power fluctuations, or failure to use the fixture within the specified voltage range.
4. **Alterations and Tampering:**
 - Damage resulting from modifications, unauthorized repairs, or tampering with LED components or fixtures.
5. **Normal Wear and Tear:**
 - Gradual dimming or light degradation inherent to LED technology beyond the warranty period.
6. **Commercial Use:**
 - Unless otherwise stated, this warranty applies only to residential installations.
7. **Other Exclusions:**
 - Costs associated with removal, reinstallation, or transportation.
 - Loss of use, revenue, or profit caused by product failure.

GENERAL WARRANTY COVERAGE

1. **Interior Lighting Fixtures:**
 - **Structural and Wiring Defects:** Covered for **1 year** from the date of retail purchase with proof of receipt.
 - **Finish:** Covered for **6 months** from the date of purchase for tarnishing, fading, or oxidation, under normal use conditions.
2. **Display Products:**
 - Warranty coverage does not extend beyond **1 year** from shipment for products sold as displays.

HOW TO MAKE A WARRANTY CLAIM

To report a warranty claim, follow these steps:

1. Document the Issue:

- Provide a detailed description of the problem, along with photos or videos of the defective product or component.

3. Submit Proof of Purchase:

- Include a copy of your receipt or invoice, showing the purchase date and retailer.

4. Evaluation and Resolution:

- Our Customer Service team will evaluate your claim and may request additional information or inspection of the product.
- Upon approval, we will, at its discretion:
 - Repair the defective product or component.
 - Replace the product with the same or a comparable model.
 - Provide a refund for the purchase price (excluding shipping or installation fees).

LIMITATIONS AND DISCLAIMERS

This warranty is non-transferable and applies only to the original purchaser of products purchased from authorized retailers or distributors.

- **Exclusion of Implied Warranties:** To the maximum extent permitted by law, all implied warranties, including warranties of merchantability and fitness for a particular purpose, are excluded.
- **Liability Limitation:** The manufacturer is not liable for incidental, indirect, or consequential damages, including loss of use, revenue, or profit, arising from product failure.

We reserves the right to make updates or modifications to this warranty policy without prior notice.

Thank you for choosing us. Your satisfaction and confidence in our products are our top priorities.