

WARRANTY POLICY

At Myth Realm, your satisfaction with our quality products is our priority. Under the qualifications set forth below, your product may be covered under the Myth Realm Warranty Policy.

WHO IS COVERED?

The warranty set forth by Myth Realm is limited to the original purchaser for its original installation location.

WHAT IS THE TIMELINE FOR COVERAGE?

The Myth Realm Warranty Policy is valid within **365 days or 1 Year** from the original date of purchase. To issue a warranty claim, you must provide proof of purchase including the receipt that verifies the original purchase date.

WHAT IS COVERED?

If any part of your lighting fixture (including the LED Kit) is defective or malfunctions due to a manufacturing defect as determined solely by Myth Realm, we will provide a replacement part free of charge.

WHEN ARE FULL-UNIT REPLACEMENTS OR FULL REFUNDS ALLOWED?

Full-unit replacements are allowed, only if any part of your product is defective or malfunctions due to a manufacturing defect as determined solely by Myth Realm. For a full refund, please contact the Warranty Claims department within 30 Days of purchase. For a full-unit replacement, please contact the Warranty Claims department within 365 Days of purchase

WHAT ARE THE EXCLUSIONS/LIMITATIONS?

The Myth Realm Warranty Policy does **NOT** cover the following:

- Damage caused by normal wear and tear, misuse, abuse, neglect, incorrect or improper installation, maintenance, repairs, failure to follow applicable care or cleaning instructions, natural disasters, improper voltage supply or power surges, use of improper parts or accessories, or accidental damages.
- Costs of fees associated with any labour (including but not limited to the electrician's or plumber's fees) required to install, remove, or replace any product.

- Products purchased from an unauthorized seller.
- Products installed outside of the United States that are owned by someone other than the original purchaser.

***Limitations:** This warranty is not valid if the customer fails to establish proof of purchase. Warranty is applied only to the original purchase and extended to the original purchase date.

HOW CAN WARRANTY SERVICES BE OBTAINED?

To file a Warranty Claim you must submit a sales receipt or other document that establishes proof of purchase along with photos or videos of the malfunctioning product to our Warranty Claims Team. All claims must be authorized by a Myth Realm Team Member to be processed.

To file a Warranty Claim, please contact us by email: info@mythrealm.ca

*Claims that fail to provide proof of purchase and/or photos or videos of the malfunctioning product will not be authorized for processing.