

## LETTER OF LIMITED WARRANTY

Armadillo Marketing Limited Trading as ArmadilloLED, registered office: Bigods Hall, Bigods Lane, Great Dunmow, Essex, United Kingdom, referred to herein as "ArmadilloLED", warrants its RAi Series of products, referred to herein as "Product", when delivered in new condition and in original packaging, to be free from defects of material and workmanship for a period of ten (10) years from date of shipment to the original purchaser. ArmadilloLED will under warranty obligation, repair or replace defective part/product at its discretion based on the overall performance.

Definition of Defect: A Product shall not be considered defective solely as a result of the failure of individual LED components to emit light if the number of inoperable components is less than 10% of the total number of LED components in the Product.

Power supply defects includes functional problems of IP system, power factor etc. which affect the solid function of the product will be considered as defects under this warranty obligation.

This limited warranty does not apply to any product or part that has been subject to: misuse; negligence; abuse; mishandling; neglect, improper installation, storage, or maintenance; damage due to fire or acts of God; vandalism; civil disturbances; strikes; corrosive environment installations; induced vibration; harmonic oscillation or resonance associated with movement of air currents around its products; alteration; accident; use outside of product design intent; failure to follow installation, operating, maintenance or environmental instructions prescribed by ArmadilloLED or applicable civil, safety and electrical codes or attempted repair/modification and other improper service of the Product performed by anyone other than ArmadilloLED.

ArmadilloLED's sole liability for defects or breach of warranty shall be replacement of the parts involved, and, in no event will ArmadilloLED be liable for incidental, compensatory, indirect, special or consequential damages or losses including property damage or other loss as related directly or indirectly to the use of Product.

In no event shall ArmadilloLED be liable for incidental, compensatory, consequential, indirect, and special or other damages, losses including property damage or other loss, personal injury as related directly or indirectly to the use of Product or caused by installation and transportation or negligence during installation and transportation or adjustment. ArmadilloLED's aggregate liability with respect to a defective product shall in any event be limited to the monies paid to ArmadilloLED for that defective product. The limitations contained in this section apply regardless of the basis of the claim or the form of action including, without limitation, negligence or other tort, or breach of contract. ArmadilloLED claims no liability for the cost of installation or any other cost incurred during the use of products manufactured by ArmadilloLED. No representative is authorized to assume additional liability for ArmadilloLED.

To order a warranty claim, you must notify ArmadilloLED in writing within 30 days after discovering defects. All returns must provide proof of purchase such as the original invoice from ArmadilloLED. ArmadilloLED must issue a Return Material authorization (RMA), prior to shipping. Returns will be shipped at buyer's expense. If ArmadilloLED finds the product working properly, Buyer may be billed for testing, repackaging, and shipping. If the Product was under Warranty and ArmadilloLED replaces or repairs the defective product, ArmadilloLED will pay for return shipping to the customer. In no case will ArmadilloLED be liable for any cost incurred in removing or installing the Product, even if the Product had failed under a covered Warranty.

ArmadilloLED reserves the right to make product specification changes to any product at any time, as deemed necessary without prior notice to the customers. This warranty is effective for purchases of product on or after the effective date set forth below. ArmadilloLED reserves the right to modify this warranty from time to time. Any modification of this warranty shall be effective for all orders placed with ArmadilloLED on or after the effective date of such revised warranty. No other warranties are implied and there are no warranties extended beyond those stated herein.

If Warranty has expired, ArmadilloLED will provide a quote to repair prior to making any such repairs. For pricing information on out of warranty repair, contact ArmadilloLED Customer Service on 0845 060 4000.



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ISO 9001:2008 ISO 14001:2004 Certified; Supporting your Electronic recycling future with WEEE Certificate WEE/BD25885Y



Armadillo LED - Evolution In Lighting

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A division of Armadillo Marketing Limited

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