

### **Satisfaction Guarantee**

At Form Lighting, we want to ensure every customer is satisfied with their purchase. Therefore, we offer a straightforward satisfaction guarantee: If you aren't satisfied with your purchase, for any reason, just contact us within 30 days of your purchase and we will arrange a refund of your purchase price, or exchange the items with no hassle.

### **Free Support Forever**

Form Lighting always provides free lifetime support and assistance to any customer. If your warranty has expired, you will continue to receive free service, and we will assist you in determining a solution or possible repair to any issues you might be having with our products.

### **All Products: 2-Year Limited Warranty**

Form Lighting carries a 2-Year limited warranty on all products, for manufacturing defects or functional product failure. For approved warranty claims, Form Lighting will replace the defective product with the same product or, if it has been discontinued, one comparable in performance and value. See exceptions and limitations below.

If you have an issue with any product, we will diagnose the issue with you, and you may be required to answer questions or assist in the diagnosis. If Form Lighting determines that your product is defective in material or workmanship, Form Lighting will issue an RMA number. An RMA number must be issued before any items are returned.

Generally, return of merchandise is not necessary for a warranty claim. If a return is required, you are responsible for return shipping costs. Form Lighting will then cover shipping costs for the replacement item(s).

### **Exceptions, Limitations, and Stipulations**

**Components:** If a problem exists with a single component, Form Lighting may replace only the component needed to restore function.

**Warranty Timing:** All schedules are based on the number of days between original purchase date and receipt of RMA information by Form Lighting. All warranties are non-transferable. Warranty terms, policies, and limitations are subject to change without notice.

**Condensation:** Certain products from Form Lighting contain sealed volumes of air. High-power LEDs create a large amount of heat, so the air expands and contracts as the lamp heats up and cools down. Pressure-equalizing vents are used whenever possible to prevent damage to the seal of the lamp, but this can occasionally introduce moisture in the air, especially with high

humidity. Under certain circumstances, condensation may collect on the lens of the product, as it is much cooler than the rest of the lamp. This condensation is normal, and not covered under warranty. Condensation can be removed by allowing the lamp to fully warm up, or reducing outside humidity. If moisture buildup becomes greater than simple condensation, such as running droplets of water or puddling, this indicates an issue with the product seal, and Form Lighting will cover it under warranty, in its sole determination. When making warranty claims for moisture buildup, we encourage you to include photographs showing the extent of the moisture.

**Surface Finish:** Many Form Lighting products feature treated surfaces. These coatings, while durable, are not designed to last indefinitely, and wear out over time depending on use. To prolong lifespan, we recommend that products are shielded from UV light when possible, cleaned regularly using mild detergents, and that they are not subjected to abrasives or damage. Surface finishes that wear out from regular wear and tear are not covered under warranty. If damage in coatings appears within the warranty period, and is determined to be caused by manufacturing defect, it will be covered or repaired.

**Installation and Labor:** Form Lighting product warranties are limited to coverage of products only. Form Lighting does not warranty or offer compensation or coverage of installation labor or time that may be required for replacement of warranty items. We strongly encourage customers to contact us prior to seeking outside assistance in diagnosis of any product issue.

All warranties, expressed or implied, are void if our warranty claim department determines that there is sufficient evidence of one or more of the following:

- **Negligence:** Improper installation or improper use, including using or installing any product in a manner not specified by Form Lighting, or damage caused by improper installation.
- **Abuse:** Damage beyond the limits of "normal wear and tear."
- **Product Modifications or Repair:** See below.
- **Unauthorized Dealer Purchase:** Purchase of items through any unauthorized party. We encourage you to contact Form Lighting prior to purchase to verify the seller is authorized.

## **Product Modifications**

We understand that some products may be modified in the course of installation or use by the customer to suit a particular need. However, **opening, disassembling, cutting wires, attempting repair, or otherwise modifying any product in a manner not specified by Form Lighting will void the product warranty**, subject to the exclusions below.

For modifications to wiring, electrical components, or connectors, our staff will assist as possible, but is trained to support problems that arise in the course of standard use, without

modification. Product instructions and installation guidance should be followed as written, and **products should not be modified.**