



This warranty applies to EDISON LIGHTING GROUP LTD products with either a 5-year or 1-year warranty, depending on the product category. Please refer to the applicable product specification sheet or warranty policy for the warranty period that applies to your product. All warranty periods commence from the date of shipment from our factory.

LIMITED WARRANTY

EDISON LIGHTING GROUP LTD warrants all its products against defects in materials or workmanship for products made and distributed through its authorized sales channels, under normal and proper; storage, installation and use. **For the applicable Warranty periods please see product cut sheet.**

EDISON LIGHTING GROUP LTD shall not be liable for damages for any delay or default in deliveries or associated with deliveries outside of specified time frame when occasioned by any cause beyond the control of EDISON LIGHTING GROUP LTD.

Defects or discrepancy in count should be reported to EDISON LIGHTING GROUP LTD within 24 hours of receipt.

All defects, for which written notification has not been received or is outside of the applicable Warranty Period, shall not be covered by the Warranty.

Replacement under warranty does not include associated installation, removal, replacement, labor, material costs or shipping charges.

Unauthorized claims or charge backs will not be acknowledged.

Warranty periods

Our warranty extends to all EDISON LIGHTING GROUP LTD products, against defects in material or workmanship during normal use only for an LED product for a period of 5 years from date of shipment. EDISON LIGHTING GROUP LTD agrees to replace defective products or parts during the stated Warranty Period only.

EDISON LIGHTING GROUP LTD shall not cover defects or failure of the product under the following circumstances: abuse, misuse, alteration, lack of reasonable care, or accident or any other failure not a result of defects in the materials or workmanship.

Further, EDISON LIGHTING GROUP LTD shall not cover under the Warranty faulty installation subjecting the product to other than the specified electrical service.

EDISON LIGHTING GROUP LTD shall not be liable for incidental, special or consequential damages resulting from the use of the product or arising out of any breach of this warranty.

Housing

- Term – 5 years replace.

Driver/LED light source

- Term - 5 years replace.

Acoustic/Sonic Warranty

EDISON LIGHTING GROUP LTD warrants all **Sonic Acoustic baffles/panels** against defects in materials or workmanship for a period of **1 year** from the date of shipment from our factory. During this warranty period, defective products will be repaired or replaced at the discretion of EDISON LIGHTING GROUP LTD, provided a **written claim** is submitted within the warranty period.

Please note:

- This warranty applies only to **acoustic baffles/panels with a stated 1-year warranty** and is subject to our general warranty terms.
- Labor, repair, and transportation costs are **not covered**, unless expressly authorized in writing by EDISON LIGHTING GROUP LTD in advance.
- EDISON LIGHTING GROUP LTD reserves the right to determine the **appropriate labor** applicable to acoustic warranty claims.

Exclusions:

1. Normal wear and tear (e.g., scratches, damage from direct sunlight).
2. Products that have been modified, improperly installed, or used in environments or applications for which they were not intended.

Refer to the **applicable product warranty policy** or contact us to confirm the warranty period specific to your acoustic product.

Cancellations

Cancellations of orders for standard fixtures are only accepted in writing and prior to shipment of the order. Verbal cancellations will not be acknowledged.

Custom Orders

Any custom or non-standard made fixtures may not be returned except for proven manufacturer defects. Cancellation of orders for custom or non-standard orders is only received in writing and shall not be cancelled after Release of Order.

Disclaimer

This warranty is in lieu of all other warranties, expressed or implied. Our warranty periods are subject to change without notice. Every effort has been made for accuracy and errors are unintentional.

Warranty service

Under warranty claims will be made in writing to info@edisonlighting.ca. Outline the problems you are experiencing and provide the following information.

- Project name and address
- Site contact name and contact details
- Purchase order number
- Defective part number
- Approximate date of installation (month/year)
- Number of fixtures originally installed
- Number defective
- Description of issue and trouble-shooting undertaken
- Hours of operation for the affected fixtures

Complete information must be provided then we shall provide a solution or Return Goods Authorization (RGA). All returned fixtures/components must be accompanied by the applicable RGA, fixtures returned without a RGA will be refused.

Fixtures which are replaced are inspected when packed and shall be subject to the Warranty terms as indicated, EDISON LIGHTING GROUP LTD is not responsible for damage in transit, any evident or concealed damage from transit should be immediately reported to the carrier and must be indicated on the bill of lading. Defects or discrepancy in count should be reported to EDISON LIGHTING GROUP LTD within 24 hours of receipt.

Part Warranty

Defective driver claims during the under Warranty Period, the following information must be provided to the driver manufacturer for us to process the request on your behalf:

- Project name and address
- Defective part number
- Approximate date of installation (month/year)
- Number of fixtures originally installed
- Number of affected driver/LED light source
- **Driver date stamp**
- Confirm where to send the replacement part
 - Company name
 - Full address including post code
 - Contact name and phone number

Costs associated with replacement of defective driver shall not be the responsibility of EDISON LIGHTING GROUP LTD. Any costs must be authorized by the driver manufacturer and would remain their responsibility.