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## Warranty Agreement

Thank you for choosing DUALRAYS LED luminaires!



**Dear Reverent Customers:**

Thank you for your support and concern of DUALRAYS, in order to have your satisfaction , please read this warranty agreement carefully before you purchase our products .

**1. LED LUMINAIRES PRODUCTS:**

This part covers LED luminaires product(s) in any country covered by DUALRAYS LED luminaires or distributed by DUALRAYS, and only apply to LED luminaires supplied directly from Dualrays Lighting Co.,LTD. or its Netherlands branch office(Only suit for the European Union Members,and DUALRAYS China reserve the final decision for the maintenance site).

**2. WARRANTY:**

DUALRAYS LIGHTING Co.,LTD. (Seller) warrants your products to be free from defects in material and workmanship for a period of 3 to 5 years(please reference the detailed sales contract), starting from the production date listed on the label.Seller warrants that all goods provided will be new and in best functioning condition. If you discover defect in the product covered by this warranty, our warranty policy is as bellows for your reference ([supported 5 years warranty here below](#)).

<b>Warrantee Warrantee Items</b>	<b>1<sup>st</sup>-2<sup>nd</sup> year</b>	<b>3<sup>rd</sup> -4<sup>th</sup> year</b>	<b>5<sup>th</sup> year</b>	<b>expire</b>
Contents	Replaced with new products	Repair	Repair	Repair
Freight Issues	✓	✓ (Half/Half)	✗	✗
Import Tax (if have)	✓	✓ (Half/Half)	✗	✗

Export Cost (if have)	✓	✓ (Half/Half)	✗	✗
Components	✓	✓	✓	✗
Repair Cost	✓	✓	✓	✗
Electrician Cost (Including but not limited to lamp removing and installation, facility rent, electrician labor, travel and hotel expense ect arisen in customers' site)	✗	✗	✗	✗

- Remarks:**
1. “✓” with green color means that DUALRAYS will cover the cost, customers don't need to pay for the relevant cost.
  2. “✗” with red color means DUALRAYS will not cover the cost, customers should pay for the relevant charge.
  3. “✓ (Half/Half)” means DUALRAYS take charge of the freight from DUALRAYS headquarter in Shenzhen or its Netherlands branch office to customers' site, and customers take charge of the freight from their own site to DUALRAYS headquarter in Shenzhen, this is the same as well as import tax and export cost.
  4. During the warranty period, from 3<sup>rd</sup> to 4<sup>th</sup> warranty year, if repair is not possible in our side, we will replace new products, but repair preferentially, the final decision for repair or replace new items is decided by DUALRAYS.
  5. DUALRAYS will not be responsible for the electrician cost arisen by customers' site.
  6. DUALRAYS provide lifelong maintenance for the items produced by DUALRAYS, only components charge but without repair and maintaining charge when warranty expire.

### 3. EXCLUSIONS:

This warranty covers defects in manufacturing discovered while using the product as recommended by DUALRAYS user manual. and does not cover any other problems, such as loss or theft ect, including those that arise as a result of:

- Improper maintenance or modification;
- Spare parts or supplies not provided or supported by DUALRAYS;
- Unauthorized modification or misuse.
- Hostile operation environments, or natural disaster such as thunder, fire, flood and other acts of God.
- Damage of the appearance of the products.
- Uncrating, setup, installation or the removal and re-installation of products after repair.

If your requirement for guarantee subject to conditions listed above, we will charge the maintaining cost. For detailed charge of the maintenance, please contact us for confirmation.

### 4. LIMITS of LIABILITY:

Should the product(s) fail, your sole recourse shall be repair or replacement, as described in the preceding paragraphs. We will not be held liable to you or any other party for any damages that result from the failure of this product.

Damages excluded include, but are not limited to, the following: lost profits, lost savings, lost data, damage to other equipment, and incidental or consequential damages arising from the use, or inability to use this product. In no event **DUALRAYS LIGHTING Co.,LTD.** will be liable for more than the amount of your purchase price, not to exceed the current list price of the product, and excluding tax, shipping and handling charges.DUALRAYS shall have no obligation to repair, replace, or refund until getting the defective products from customers,

DUALRAYS is only responsible for freight from it factory located in Shenzhen to buyer's site for replaced products during the warranty period,transportation cost from buyer's site to DUALRAYS and any customs clearance fees or



# DUALRAYS DUALRAYS LIGHTING Co.,LTD.

*Intelligent . Healthy . Efficient*

duties will be at buyer's expenses, DUALRAYS will only charge components cost but without extra repair and maintenance charge when warranty expired.

If DUALRAYS is unable to repair or replace a defective product which is covered by DUALRAYS warranty, DUALRAYS shall refund the goods payment for the product within a reasonable time after being notified of the defect.

DUALRAYS LIGHTING Co.,LTD.. disclaims any other warranties, express or implied. By installing or using the product, the user accepts all terms described herein.

## 5. HOW TO OBTAIN SERVICE UNDER THIS WARRANTY:

Please contact your responsible salesman and send the damaged product(s), copy of PI to DUALRAYS factory in Shenzhen,our contact information is as below:

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Intelligent,Healthy,Efficient LED Sport / Industrial / Road Lighting OEM/ODM Manufacturer  
Marketing Department

