

# General Products International

---

## Product Warranty Information Indoor Lighting

The manufacturer, herein known as MFG, warrants its new, factory certified, products and its parts against defects in material and/or workmanship during the specified warranty period. During this period, MFG, at its sole option, will repair or replace a defective product or part without charge to you. (This excludes shipping.)

MFG warrants all LED products, which you have purchased directly from MFG, to be free from defects in materials or workmanship under normal use during the warranty period. For all warranty claims, the product(s) must be returned to the place of purchase with a valid receipt or invoice. If you purchased your MFG LED product at a retail store or a distributor, the product must be returned to the point of purchase. If you purchased your LED product online, the product must be returned to the online reseller. Please read the warranty statement that applies to your product below.

The limited warranty covers normal usage only. MFG does not warrant, and is not responsible for, damages caused by misuse, abuse, accidents, viruses, unauthorized service or parts, or the combination of products with other products. This limited warranty does not cover software or non-MFG products. The original manufacturer does not provide any warranty applicable to software or non-MFG products.

Applications: All LED light bulbs from MFG are designed for indoor use only in "open air" or nearly "open air" fixtures, such as exposed track and suspended fixtures.

## Warranty Policy

### **THIRTY-SIX (36) MONTHS WARRANTY** ON ALL LED LIGHTS

MFG guarantees the original purchaser of the MFG product(s) a **Thirty-Six (36) month warranty** from the date of original purchase against manufacturer defects in materials, workmanship and finish under normal use, excluding damage resulting from road hazards such as gravel or other debris, product misuse, improper installation, impairments from accidents, product modifications, product neglect, or Force Majeure and other act of God. This **Thirty-Six (36) months warranty** applies only to new products and is limited to the repair or replacement of MFG products. Warranty does not include electrical components or light bulb replacement, costs of removal, installation, labor, freight, inconvenience or consequential damages. Original purchaser must return defective merchandise, along with the purchase receipt or invoice, to the original place of purchase.

During the warranty period, MFG will repair or replace defective parts with new or, at MFG's option, serviceable used parts that are equivalent to new parts in performance. All exchanged parts and products replaced under this warranty will become the property of MFG. This warranty does not apply to any involved installation, removal or replacement caused by MFG's LED light bulbs.

### DOA (Dead on Arrival) Products

Customer shall request DOA merchandise to be replaced within 7 days from the date of the original invoice. Customer must request a RMA (Return Material Authorization) number for the DOA product within 7 days from the date of the corresponding issued invoice.

### Regular RMA (In-Warranty Products)

This provision excludes products, which defects are caused by customer and/or carrier's mishandling. The following described products are excluded from repair service, and are advised not to be sent back to MFG for repair as they are deemed not repairable: products found bent, corroded, deformed, mildewed, broken, rusted, scratched PC board surface or of similar conditions.

### RMA Return Procedures

Customer shall email the detail information of defective products to [gpione@msn.com](mailto:gpione@msn.com). The information should include your purchase invoice date and number, returned quantity, model number, problem description, and your contact information. A RMA# will be emailed to you with instructions.

### Prepare Product Return for Service

#### Box or Carton

When returning a product back to MFG it should be boxed and packed in the original packing to prevent damage in transit. If the original packaging is not available a comparable corrugated box/carton and foam packing should be used to prevent damage to the product during shipping. Damage product(s) will be refused.

### Single Package Shipping

MFG recommends the use of the original corrugated box/carton and foam packing. If original box/carton is not available, pack in a double walled corrugated box/ carton, which can withstand the weight of the product. For best results contact your shipping carrier for their packing and shipping guidelines.

### Cartons on Pallets

All pallets are to be clearly labeled with the RMA (Return Merchandise Authorization) number. If a pallet consists of more than one RMA #, make sure that all RMA #s are labeled on the pallet. Make sure the RMA number(s) are written on each carton on a minimum of two (2) sides.

### Discrepancies

Any claims for loss or damage must be made directly to the carrier by the shipper. MFG will notify the customer within 2-4 business days of any damage or non-MFG product received. MFG reserves the right to refuse any shipment, which is suspected of damage. A product, which has the serial number label missing, tampered with or altered, will be refused for service. The customer will be required to pay for return shipping.

### Freight Charge

MFG and customer, MFG will pay for round trip shipping for depot repair and replacement in the sixth month warranty period; each party will pay for one-way shipping for depot repair and replacement in the sixth month to the twenty-fourth month warranty period. Customer will pay round trip charge in the twenty-fourth to the thirty-sixth month warranty period.

### RMA Turn-Around Time

MFG will retain 5-10 business days in our facility to process your RMA. In order to ensure a fast turn-around time, the products that are shipped back to the customers will be replacements of the same model(s) as returned RMA or the same product(s) as returned RMA. MFG will decide either way without notice.

### Out of warranty

Customer is responsible for all parts, labor and shipping charges. For rates and estimates, please call and ask for service department. Products repaired or replaced by MFG carry a 90-day warranty or the remainder of the original warranty. Retain the RMA number the product was repaired or replaced with and the proof of purchase in your records.

### Damages

All damages must be labeled with the date of purchase which is the same as that in the invoice. All damages must be reported and noted on the bill of lading same day product is received, and faxed to us immediately in order to properly file a claim report. Otherwise, Customer is responsible for all incurred repair costs, which may include: labor, parts, and all related shipping charges. MFG retains the right to assess all warranty claims and to determine if damages are covered by the warranty. In case of a claim that is not covered by the warranty, you will be contacted to determine whether MFG should repair the damage for a fee or whether the product should be returned to you as received by MFG.

### Return to original Shipping Point

Return product should be returned to the original shipping point or otherwise negotiated.

### DISCLAIMER FOR MFG

Buyer assumes all risk and liability whatsoever from the installation and use of MFG products. MFG products are sold as light bulbs, lighting accessories, lighting fixtures, or LED drivers and should not be relied upon as protection for the other fixtures that work with these LED light bulbs. Fixtures equipped with a supplemental restraints system (packaging material) deployed by impact should not be modified by any aftermarket Griller without first consulting the fixture manufacturer. MFG assumes no liability for injury, loss, incidental or consequential damages in the event of an accident.

Please Note: If this warranty differs from what is included in a printed copy of an instruction sheet downloaded from this website or found in a product box, THIS warranty will be honored.

Effective Date: October 31, 2012

[www.gpiledproducts.com](http://www.gpiledproducts.com)