

A Plus Lighting

Limited Warranty Policy

Standard 7-Year Limited Warranty

Version 3.1

Effective Date: September 1, 2018

A Plus Products Inc. d.b.a. A Plus Lighting (“A Plus Lighting”) stands behind the products it supplies with dependable warranty support and responsive after-sales service. This Limited Warranty Policy is intended to provide contractors, project buyers, and commercial customers with clear and reliable post-sale protection for eligible products purchased directly from A Plus Lighting.

This Limited Warranty applies to eligible A Plus Lighting products purchased on or after September 1, 2018, unless otherwise stated by A Plus Lighting in writing.

Warranty Overview

- Standard 7-Year Limited Warranty
 - Applicable to direct purchases from A Plus Lighting
 - Repair or replacement support for valid claims
 - Responsive after-sales service
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1. Warranty Coverage Period

Unless a different warranty term is specifically stated for the applicable product, A Plus Lighting warrants that eligible products will be free from defects in materials and workmanship for **seven (7) years, or eighty-four (84) months**, from the date of shipment.

Certain product categories may be offered with extended warranty terms, including select products with a **ten (10) year warranty**, as stated in the applicable product specifications, quotation, sales order, invoice, or other sales documentation issued by A Plus Lighting.

Any product repaired or replaced under this Limited Warranty will remain covered only for the **unexpired portion of the original warranty period**, measured from the original shipment date.

2. Scope of Warranty Coverage

This Limited Warranty applies to product failure under normal use and proper operating conditions, including the following:

2.1 Defects in Materials or Workmanship

Any defect in materials or workmanship that causes the product to fail to operate as intended under normal application conditions.

2.2 Abnormal Lumen Depreciation

Abnormal lumen depreciation exceeding **thirty percent (30%)** of the product's initial luminous output, provided that the product has been properly installed, operated, and maintained in accordance with applicable specifications and normal operating conditions.

3. A Plus Lighting's Warranty Obligation

If A Plus Lighting determines that a valid warranty claim exists during the applicable warranty period, A Plus Lighting will, at its sole discretion, provide one of the following remedies:

3.1 Repair

Repair the defective product or defective component at no charge.

3.2 Replacement with the Same Product

Replace the defective product with the same model, subject to availability.

3.3 Replacement with a Comparable Product

If the same model is not available or is not practical to supply, replace the defective product with a comparable product of equal or higher specification.

If repair service is approved, A Plus Lighting will cover the shipping costs reasonably required to complete the approved repair process.

If repair is not practical or not available, A Plus Lighting will provide replacement product support at no additional product cost to the purchaser.

A Plus Lighting is committed to handling warranty matters in a timely and responsible manner and to supporting customers with clear communication and dependable follow-through throughout the claim process.

4. Warranty Conditions

To qualify for coverage under this Limited Warranty, all of the following conditions must be satisfied:

4.1 Direct Purchase Requirement

The product must have been purchased directly from A Plus Lighting.

4.2 Proof of Purchase

Valid proof of purchase must be available for review by A Plus Lighting.

4.3 Proper Installation and Use

The product must have been properly installed, operated, and maintained in accordance with the applicable product specifications, instructions, and intended use conditions.

4.4 Timely Claim

The claimed failure must occur within the applicable warranty period.

4.5 Supporting Documentation

The purchaser must provide reasonable supporting information sufficient for claim review, which may include photographs, videos, installation details, operating conditions, model information, order reference information, or other relevant materials.

4.6 Product Review or Inspection

Where reasonably necessary, A Plus Lighting must be given the opportunity to inspect the product, request return of the defective item, or conduct further technical review before final claim resolution.

A Plus Lighting may also consult relevant engineering, manufacturing, or component-supply parties where necessary to evaluate the claim properly.

5. Exclusions from Coverage

This Limited Warranty does not cover any of the following:

5.1 Labor and Related Field Costs

Labor costs of any kind, including but not limited to installation, removal, re-installation, lift equipment, site access, travel time, project delay costs, contractor labor charges, or other field service expenses.

5.2 Improper Installation or Electrical Conditions

Product failure caused by improper installation, improper wiring, improper voltage conditions, overheating, misuse, abuse, neglect, mishandling, or misapplication.

5.3 External Causes

Product failure caused by external events or conditions, including but not limited to fire, water intrusion, lightning, electrical surges, power fluctuations, accidents, or other Acts of God.

5.4 Alteration or Physical Damage

Products that have been altered, modified, improperly stored, improperly packaged after delivery, physically damaged, or otherwise subjected to conditions outside normal use.

5.5 Use Outside Applicable Conditions

Products used outside the operating conditions, environmental requirements, or performance limits stated in the applicable product specifications, brochures, installation instructions, or user manuals.

5.6 Non-Direct Purchases

Products not purchased directly from A Plus Lighting.

5.7 Indirect or Consequential Losses

Any indirect, incidental, special, or consequential damages, including but not limited to loss of profits, loss of revenue, loss of use, business interruption, damage to other property, or other commercial losses.

6. Warranty Claim Procedure

To request warranty support, the purchaser should contact A Plus Lighting and provide the following information where available:

- Proof of purchase
- Product model number or identifying product information
- Order number, shipment reference, or invoice reference
- A description of the issue or failure
- Supporting photographs or videos
- Relevant installation or operating details, if applicable

After reviewing the submitted materials, A Plus Lighting will determine whether the claim qualifies under this Limited Warranty and will advise the purchaser of the next appropriate step, which may include repair, replacement, return review, inspection, or other reasonable claim-handling procedures.

Where replacement is approved, fulfillment timing may vary depending on product availability, quantity involved, and shipping arrangements. A Plus Lighting will communicate the approved next-step solution as clearly and promptly as practicable.

7. Limitation of Remedy and Liability

The remedies stated in this Limited Warranty are the purchaser's sole and exclusive remedies for any covered warranty claim.

To the maximum extent permitted by law, A Plus Lighting's liability under this Limited Warranty shall not exceed the original purchase price of the product giving rise to the claim.

8. Post-Warranty Support

A Plus Lighting remains committed to supporting customers beyond the standard warranty period whenever practical.

After the expiration of the applicable warranty period, **post-warranty repair or replacement support may be available upon request**, subject to product condition, parts availability, and applicable material or service charges.

If such post-warranty support is available, A Plus Lighting will communicate the applicable charges before proceeding.

9. Contact Information

For warranty questions, claim support, or after-sales service, please contact A Plus Lighting:

A Plus Lighting

Email: inquiry@apluslighting.us

Phone: +1 (562) 571-7853

10. Reservation of Rights

A Plus Lighting reserves the right to update or revise this Limited Warranty Policy from time to time. Any such revision will apply prospectively and will not reduce warranty coverage already applicable to products previously sold, unless otherwise required by law or expressly agreed in writing.

11. Governing Sales Documents

If a different warranty term is expressly stated in the applicable quotation, sales order, invoice, product specification, or other written sales documentation issued by A Plus Lighting for a specific product, that product-specific written term will govern to the extent of the difference.
