

Warranty

The limited warranty set forth below is given by Carson Technology Company with respect to the lighting fixture or product manufactured and produced on or after May 1st, 2016, as labeled on the product barcode. Your product, when delivered in new condition, original packaging, and properly installed, is warranted against defects in materials or workmanship for a period of TEN (10) years from the date of original purchase. This TEN (10) year limited warranty is activated upon the receipt of a completed and prompt submission of the Warranty Registration form and the form is assigned a Warranty Registration Number, as described in detail below. The installing party or end-user must submit the form along with a scanned or copied picture of their purchase order, receipt, or invoice from their accompanying supplier or distributor. Defective parts, components, or products must be returned with the sales receipt as proof of purchase to Carson Technology.

Other products distributed, purchased, or privately labeled through Carson Technology Company's approved suppliers are warranted against defects in materials or workmanship for a period of FIVE (5) years or the warranty provided by the sourced product's manufacturer, whichever is longest. Defective parts, components, or products must be returned as a full unit with the sales receipt as proof of purchase to Carson Technology.

Carson Technology reserves the right to inspect the defective products at the installed location before the product will be repaired, or exchanged for a new product, as determined by Carson Technology. This limited warranty covers all defects faced in normal use of the product, and does not apply in the following cases: loss of or damage to the product due to acts of fire, vandalism, civil disturbances, power surges, improper power supply, corrosive environment installations, abuse, alteration, accidents, mishandling, or failure to follow operating, maintenance, installation, or environmental instructions prescribed by Carson Technology.

WARRANTY IS VOID IF PRODUCT IS RETURNED IN UNPRESENTABLE CONDITION OR FOR THE PURPOSE FOR WHICH THIS PRODUCT IS MANUFACTURED, INCLUDING BUT NOT LIMITED TO: PRODUCT OR HOUSING DAMAGE, REMOVED OR DAMAGED COMPONENTS, RE-PAINTING, AND ANY OTHER AESTHETIC OR FUNCTIONAL DAMAGE OR ALTERATIONS AS DEEMED BY CARSON TECHNOLOGY. IF A REPLACEMENT FIXTURE WAS ISSUED BEFORE INSPECTION AND THE ORIGINALLY PURCHASED FIXTURE OR PRODUCT IS DEEMED UNPRESENTABLE, THE BUYER WILL BE BILLED 20% OF THE ORIGINAL INVOICE AS A RESTOCKING/REPAIR FEE.

CARSON TECHNOLOGY WILL INSPECT ALL RETURNED PRODUCTS BY TESTING THE PRODUCT OR FIXTURE FOR TWENTY-FOUR (24) HOURS. IN THE EVENT THAT THERE IS NO VISIBLE FAILURE, DEFECT, OR DAMAGE NOTICED BY CARSON TECHNOLOGY, THE BUYER WILL BE BILLED 20% OF THE ORIGINAL INVOICE AS A RESTOCKING FEE OR THE BUYER MAY EXCHANGE THE ORIGINAL FIXTURE WITH THE REPLACEMENT FIXTURE AT THE SHIPPING EXPENSE OF THE BUYER.

Any complaints regarding the product should be addressed to 12207 Los Nietos Road, Unit C, Santa Fe Springs, CA 90670. Carson Technology shall have no liability under this warranty if notification is not provided in writing within THIRTY (30) days after the discovery of the defect. The defective items shall be promptly returned to Carson Technology, freight prepaid, and received by Carson Technology within TEN (10) days. This warranty excludes field labor and service charges related to the repair or replacement of the product, unless approved at Carson Technology's discretion.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BE BINDING.

Warranty Activation

This limited warranty is activated upon the completion and receipt of the warranty registration form by the installing party or end-user. The registration form must be completed for each individual purchase order or invoice and must be submitted THIRTY (30) days after installation or delivery of the LED product. The installing party or end-user must submit the form along with a scanned or copied picture of their purchase order, receipt, or invoice from the accompanying supplier or distributor. Carson Technology will acknowledge each completed registration form submitted on time with a Warranty Registration (WR) number to accommodate the invoice and receipt for future reference.

If Carson Technology does not receive a completed warranty registration form by THIRTY (30) days after installation or delivery of the LED product, the products provided to the buyer shall only be warranted for FIVE (5) years. The receipt of the warranty registration form will be strictly enforced and exceptions to any warranty changes will only be made in writing at Carson Technology's discretion.

Terms and Conditions

If the product or fixture is to be returned for issues other than the product being defective, a restocking fee of 20% will be collected on returns of any item within THIRTY (30) days after purchase. Since our number one goal is to provide optimal customer satisfaction and a trusting relationship, we will gladly waive or reduce any restocking fees for those who purchase another item provided by Carson Technology of equal or greater value.

In order for Carson Technology to establish an open account line of credit, the undersigned will pay for all purchases according to the terms of sale. The buyer is authorizing Carson Technology to run a credit report through a reporting agency. If the undersigned is unable to pay for the purchases when due, Carson Technology will charge 2% interest on any amount past due until paid. In this event, all future sales will be collect on delivery. If Carson Technology institutes suit to collect any amount due, the undersigned promise to pay for additional collection costs.