

E2 Lighting Return Policy & Warranty Terms

1. RETURN POLICY

E2 Lighting USA warrants that its products shall be free from defects, subject to individual product warranties found on each item's technical specification sheet.

A. General Return Requirements

- All returns must be pre-approved by the E2 Accounts Receivable and Credit Departments.
- All returns must be accompanied by an approved Return Merchandise Authorization (RMA) form and photographic evidence of any damage or defects.
- RMA requests must be pre-approved by E2 Lighting International before products are shipped back.
- The Buyer is responsible for all return freight charges and any transit damages incurred during return shipping.
- Credit for returned items may take up to 60 days to process after receiving receipt at our warehouse.
- Products accepted for return will be credited at the invoice price, or the prevailing market price at the time of return, whichever is lower.
- The Seller reserves the right to reject any returned items that do not meet these guidelines. Shipping charges are non-refundable.
- The Buyer is responsible for the transportation and disposal costs of any returns rejected by the seller.

B. Return to Stock Policies (Seller Error)

- E2 will consider "return to stock" requests only if there has been a fulfillment or shipping error by E2.
- Requests made after thirty (30) days from the invoice date will not be considered.
- An E2 invoice number is required for all claims.
- Merchandise must be returned in the original packaging, unused, and in the same sellable condition as at the time of shipping, or no credit will be issued.
- No restocking fees will be charged for returns resulting from an E2 error.

C. Customer-Initiated Stock Returns

- E2 will consider returns only on standard stock items currently carried in our warehouse inventory.
- Products not in current stock, special ordered items, or altered/customized items and packaging are completely ineligible for return.
- Products may be returned for a refund within 30 days of receipt. After 30 days, all purchases are final.
- All customer-initiated returns are subject to a 25% restocking fee.
- Items must be in their original packaging, unused, unaltered, and in a new, re-sellable condition.

D. Defective Return Policies

- Defective status is determined at the sole discretion of E2.
- A detailed description and photographs of the product and its label are required to process a claim.
- E2 reserves the option to either repair or replace the product.
- **If repaired:** E2 will email a return shipping label. The buyer must pack the product carefully. Repaired items will be shipped back at the Seller's expense.
- **If replaced:** E2 will ship a replacement product as soon as it becomes available. The buyer may be required to return the failed product to our warehouse at the Buyer's expense.
- **If credited:** Credit for verified defective products will be issued at the original invoice price. Failure to provide the original invoice will result in credit being issued at the lowest current market price.

2. PRODUCT WARRANTY

E2 Lighting warrants each LED fixture and Retrofit product listed below to be free from defects in materials and workmanship, and to operate from the date of manufacture for the specified time periods, subject to these Terms and Conditions.

If a product fails to operate during the warranty period, E2 Lighting USA will, at its option, replace the product, repair the product at no charge, or grant the Purchaser a future

purchase credit.

Warranty Credit Calculation:

$$\text{Unit Credit} = \frac{\text{Purchase Price (\$)} \times \text{Unexpired Warranty Period (Months)}}{\text{Total Warranty Period (Months)}}$$

The customer is solely responsible for all labor costs associated with the removal or installation of the products.

Warranty Periods by Product Family

- **LED Retrofits:** Lifetime of the original purchaser under normal operating conditions in accordance with package and bulb directions.
- **Standard LED Fixtures:** 5 Years
- **Emergency/Internal Batteries:** 3 Years
- **LED Downlight Family:** 5 years or 50,000 Hours
- **LED Area Lighting Family:** 5 years or 50,000 Hours
- **LED Linear Strips Family:** 5 years or 50,000 Hours
- **LED Tubes & Driver Family:** 5 years or 50,000 Hours
- **LED Flood Light Family:** 5 years or 50,000 Hours
- **LED Panel Family:** 5 years or 50,000 Hours
- **LED Wall Pack Family:** 5 years or 50,000 Hours
- **LED High Bay Family:** 5 years or 50,000 Hours

3. TERMS AND CONDITIONS

E2 Lighting guarantees that these LED fixtures will be free from defects in material and workmanship and will operate over the rated life of the bulb. If a product does not conform to this guarantee, E2 Lighting USA will send a replacement.

- **Exclusions:** This guarantee does not cover products subject to accident, neglect, abuse, misuse, or acts of God.

- **Remedy Limit:** A replacement or pro-rated credit is the sole remedy available, whether in contract, in tort, or otherwise arising from product failure, and is in lieu of all other guarantees or warranties express or implied, including any warranty of merchantability or fitness for a particular purpose.
- **Liability Cap:** Liability for incidental or consequential damages is expressly excluded. Total liability to the Customer for any claim shall not exceed the total amount actually paid by the Customer for the specific product giving rise to the claim.
- **Installation Requirements:** This warranty applies only when products are properly installed and operated in accordance with published specifications, engineered fixtures, and environmental conditions (temperature, humidity) within the normal specified operating range.
- **Code Compliance:** This warranty does not apply to abnormal use or use in violation of any applicable standard, code, or installation instructions, including the latest National Electrical Code (NEC), Standards for Safety of Underwriters Laboratory, Inc. (UL), Standards for the American National Standards Institute (ANSI), or the Canadian Standards Association (CSA).
- **Operating Limits:** The warranty will be voided under conditions of abnormal stress, including under/over voltage or current, excessive switching cycles, or operating outside the following conditions:
 - Continuous 24-hour daily operation (8,760 hours/year) or 12-hour daily operation (4,380 hours/year).
 - Ambient operating temperature range: -20°C to +40°C.
 - Operation at rated AC Voltage or AC Current.
 - Dimming applications strictly matching packaging or lamp markings.
 - For industrial and commercial customers/applications only.

4. WARRANTY ACTIVATION & SERVICE CLAIMS

Warranty claims can be serviced by contacting our support team:

E2 Lighting National Customer Service & Sales Center

- **Address:** 756 Port America PL STE 810, Grapevine, Texas 76051

- **Phone:** 469-638-3592
- **Email:** warranty@e2lightingusa.com