



## **JDR Industries Warranty**

JDR Industries and lighting products

### **Limited Warranty Coverage**

JDR Industries products come with a standard 5-year limited warranty, unless specifically noted otherwise in specifications. This warranty is not transferrable, and only applies to the original End User. Extended 10-Year Warranties are available on most products upon request.

JDR Industries warrants that the hardware shall be free from material defects in design, materials, and workmanship and will function, under normal use and circumstances, for a period of 60 months from the time it leaves JDR Industries door.

Hardware is defined below and carries a 5-Year limited liability warranty:

- Lighting Strips or Fixtures
- All hardware, casings & housings
- LED Drivers
- LED diodes

All other branded products (light switches, smart home products, and alternate manufacturer sourced products) are warrantied under the respective manufacturers warranty.

The End-User's sole and exclusive remedy and JDR Industries sole and exclusive liability for defective hardware shall be, solely upon confirmation of a defect or failure of hardware to perform as warranted, either repair or replace the defective part without charge, subject to the conditions and limitations stated herein. Such repair service will include any necessary adjustments and/or replacement parts, but does not include costs of labor unless expressly stated in writing for a given order. Labor warranties are available upon request.

### **Warranty Claims**

By submitting a warranty claim, End-User accepts and agrees to be bound by all the terms and conditions contained herein. The process for a warranty claim is as follows:

1. Inform JDR Industries as soon as the warranty claim arises;
2. Send to JDR Industries your original proof of purchase and description of the fault; including pictures or videos of the defective product.
3. Upon receipt of proof of purchase, JDR Industries will contact the customer and discuss replacement options, urgency, JDR Industries' current stock and options for swapping defective product.
4. In the instance the product has failed within 90 days of leaving JDR Industries' facility, JDR Industries will cover shipping to and from location on warranty parts / repair items



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- a. For those items that are past 90 days of leaving JDR Industries' facility, end-User pays for all packing, freight, transportation, and insurance costs for transit of warranty item (if needed).

If the warranty claim is accepted JDR Industries will, at its own cost, if within applicable warranty time frames as noted above:

1. Repair or replace any faulty parts or rectify any faulty workmanship; and
2. Return warranty parts to End-User.

End-User will be required to return defective products to JDR Industries for further inspection. JDR Industries will pay transit back to our office for defective items needing to be returned.

Any warranty part shipped to or delivered to JDR Industries must have prior notification and RMA paperwork included or the unit will be refused and shipped back to the customer at their expense.

### **Warranty on Repaired Parts**

All replacement hardware furnished to End-User under this warranty shall be new or reconditioned to be functionally equivalent to new. Replacement hardware is warranted to be free of defects in material or workmanship for the remainder of the warranty period of the original hardware. All defective hardware, which has been replaced, shall become the property of JDR Industries.

### **Warranty Restrictions and Disclaimer**

Warranty shall be void due to any of the following: (1) if the Product has been opened, modified, altered, or repaired, except by JDR Industries, (2) if the Product has not been installed or maintained or used in accordance with instructions provided by JDR Industries, (3) misuse, abuse, accident, thermal or electrical irregularity, theft, vandalism, fire, water or other peril, (4) damage caused by containment and/or operation outside the environmental specifications for , (5) connection of JDR Industries LEDs to other systems, equipment or devices (other than those specifically approved by JDR Industries), or (6) removal or alteration of identification labels on the Product or its parts (7) failure to comply with all warranty return terms and conditions as set forth herein.

The warranty does not cover: circumstances beyond JDR Industries' control; normal wear and tear (in accordance with L70 tests), natural disasters; misuse, abuse, pest infestation; damages due to accident; damages due to broken or cracked parts; damages due to electrical surges such as lightning or sparks; exposure to liquid or infiltration of foreign particles, servicing or modification of JDR Industries Luminaries other than by JDR Industries; service or parts to correct problems resulting from the use of attachments, accessories, or alterations not authorized by JDR Industries; service required as the result of unauthorized modification, upgrading or service; failure to follow JDR Industries' operating and maintenance instructions; use of the product in voltages other than designated voltage.



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Repair or replacements of defective parts without charge are JDR Industries' only obligation under this warranty. Whole unit replacement or refund is not an option to this warranty agreement. JDR Industries will not be responsible for any consequential or incidental damages resulting from the purchase, use, or improper functioning of the unit regardless of the cause. Such damages for which JDR Industries will not be responsible include, but are not limited to, loss of revenue or profit, downtime cost, loss of use of the unit, loss of or damage to facilities or services, or claims for such damages.

JDR Industries does not warrant that JDR Industries products are locally certified for electrical compliance in any country, unless specifically noted (pertaining to CE, UL or ETL approval).

JDR Industries reserves the right to repair or replace customers' units at its discretion; make improvements and or changes to its equipment any time a unit is submitted for warranty repair; to refuse or reject any and all warranty claims for any reason whatsoever if, based on JDR Industries estimation, damage to subject equipment was not caused by component or factory workmanship defects.

### **Limitation of Liability**

In no event will JDR Industries be liable for any indirect, incidental or consequential damages of any kind regardless of the form of action, whether in contract, tort including negligence, strict liability or otherwise, even JDR Industries or End-User has been advised of the possibility of such damage, and whether or not any remedy provided should fail of its essential purpose. The total cumulative liability to End-User, from all causes of action and all theories of liability will be limited to and will not exceed the product purchase price of the respective JDR Industries product.

Purchase of the JDR Industries product stands as acceptance of this warranty agreement and all terms therein.

This warranty agreement and all liability towards JDR Industries lies solely between JDR Industries and its direct End-User customer. This agreement does not extend to any other End-User association or individual.