

Straits Lighting Product Returns and Warranty Information

Product Returns for Business Customers

For business customers, product returns, if allowed, must be made within 30 days from date of purchase, unless otherwise indicated. An RMA number must be obtained by contacting our Customer Service team at 855-875-2533. Returned products must be in original packaging, unused, undamaged and in saleable condition. Proof of purchase is required in all cases. Product returns may be denied or made subject to restocking fees and other charges at Straits Lighting's discretion.

Custom and MFG Direct Ship orders are sold on a "Final Sale" basis only. No cancellations, returns, refunds or credits are allowed.

Shipping the product:

- Carefully package the item(s) and include the packing slip and RMA Number
- Write the reason for returning the product on your packing slip; if the packing slip is not available, please provide the purchase date, the original invoice number and the item number for the product.
- Indicate whether you would like a replacement product or a credit.
- Ship the package to Straits Lighting Company 12501 E. Grand River Avenue, Suite #200, Brighton, MI 48116 ATTN: Warehouse Return Goods.
- Please prepay shipping – Straits Lighting does not accept Cash on Delivery (C.O.D.s).
- For assistance with returns, call Straits Lighting Customer Service 855-875-2533.

Warranty

Straits Lighting LIMITED WARRANTY FOR BUSINESSES

ALL PRODUCTS SOLD TO BUSINESS CUSTOMERS ARE WARRANTED BY STRAITS LIGHTING ONLY FOR USE IN BUSINESS, GOVERNMENT, RESALE, OR ORIGINAL EQUIPMENT MANUFACTURE AGAINST DEFECTS IN WORKMANSHIP OR MATERIALS UNDER NORMAL USE FOR FIVE (5) YEARS AFTER DATE OF PURCHASE FROM STRAITS LIGHTING AT STRAITS LIGHTING'S OPTION, THE EXCLUSIVE REMEDY FOR ANY PRODUCT IT DETERMINES TO BE DEFECTIVE IN WORKMANSHIP OR MATERIALS WILL BE REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE.

WARRANTY DISCLAIMER

A. NO WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THE LIMITED WARRANTY STATEMENT ABOVE, IS MADE OR AUTHORIZED BY STRAITS LIGHTING. STRAITS LIGHTING DISCLAIMS ANY LIABILITY FOR CLAIMS ARISING OUT OF PRODUCT MISUSE, IMPROPER PRODUCT SELECTION, IMPROPER INSTALLATION, PRODUCT MODIFICATION, MISREPAIR OR MISAPPLICATION. STRAITS LIGHTING EXPRESSLY DISCLAIMS ANY WARRANTY THAT THE PRODUCTS: (i) ARE MERCHANTABLE; (ii) FIT FOR A PARTICULAR PURPOSE; (iii) DO NOT AND WILL NOT INFRINGE UPON OTHERS' INTELLECTUAL PROPERTY RIGHTS; (iv) or ELECTRICAL POWER SURGE.

B. STRAITS LIGHTING MAKES NO WARRANTIES TO THOSE DEFINED AS CONSUMERS IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT.

LIMITATION OF LIABILITY

STRAITS LIGHTING EXPRESSLY DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES. STRAITS LIGHTING LIABILITY IN ALL CIRCUMSTANCES IS LIMITED TO, AND SHALL NOT EXCEED, THE PURCHASE PRICE PAID FOR THE PRODUCT THAT GIVES RISE TO ANY LIABILITY.

INSTRUCTIONS FOR WARRANTY RETURNS

For warranty product returns, please follow the instructions below to assure prompt handling. Proof of purchase is required in all cases: Customers should call Straits Lighting Customer Service at 1-855-875-2533, and provide the date, the original invoice number, the stock number, and a description of the defect.