

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 the date of purchase, unless a written agreement is in place. Any items being returned that are over 30 days will automatically incur a 20% restocking fee. Items older than 90 days are non-returnable. 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 additional stocking fees and other charges at Straits Lighting's discretion. *Products returned that are not sold by Straits Lighting will incur disposal charges.* **Credit will be issued to your account; refund checks are not provided. Once an RMA is issued, customer has no more than 30 days to return product. RMAs returned after 30 days of the RMA being issued will automatically incur a 20% restock fee.**

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

RETURNS EXCEPTIONS: We are unable to accept returns for:

- Products that are clearly marked non-returnable
- Products that have been assembled or installed
- Products without original packaging or not in their original condition
- Sales Items, Clearance
- Special Orders

Receipt of damaged products must be reported immediately/same day.

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.
- Ship the package to Straits Lighting Company 12820 Emerson Drive, Unite #2, 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, MANUFACTURED AGAINST DEFECTS IN WORKMANSHIP OR MATERIALS UNDER NORMAL USE FOR FIVE (5) YEARS FROM DATE OF PURCHASE FROM STRAITS LIGHTING. AT STRAITS LIGHTING'S OPTION, THE REMEDY FOR ANY PRODUCT IT DETERMINES TO BE DEFECTIVE IN WORKMANSHIP OR MATERIALS WILL BE REPLACED WITH COMPARABLE PRODUCT IN FUNCTION AND PERFORMANCE TO THE ORIGINAL PRODUCT OR REPAIRED AS DETERMINED BY STRAITS LIGHTING AND WARRANTED FOR THE REMAINDER OF THE ORIGINAL WARRANTY PERIOD. AT STRAITS LIGHTING'S SOLE DISCRETION, IT IS DETERMINED THE PRODUCT CANNOT BE REPAIRED OR REPLACED WITH A COMPARABLE PRODUCT OR PART(S), A PRORATED REFUND/CREDIT ON ACCOUNT WILL BE GIVEN. STRAITS LIGHTING DOES NOT HONOR OR OFFER ANY LABOR WARRANTY. NO LABOR, SHIPPING, INSTALLATION, OR EQUIPMENT RENTAL COST WILL BE REIMBURSED.

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 MERCHANTABILITY; (ii) FIT FOR A PARTICULAR PURPOSE; (iii) DO NOT AND WILL NOT INFRINGE UPON OTHERS' INTELLECTUAL PROPERTY RIGHTS; (iv) ELECTRICAL POWER SURGE (v) or ACT OF GOD.
- 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: You must notify Straits Lighting within SIXTY (60) DAYS after discovery of the defect, provide the date of purchase, the original invoice number, the stock number, and a description of the defect. If Straits Lighting requires the Product to be returned, freight must be prepaid.