



## LIMITED WARRANTY FOR LITEGEAR® LITEMAT SERIES FIXTURES

### Our Warranty to You:

LiteGear™, Inc., ("LiteGear™") warrants your product to be free from physical defects in material and workmanship for a period of one (1) year from the date of the original retail purchase. If you discover a defect covered by this warranty, LiteGear™ will repair or replace the product at its sole discretion using new or refurbished components. This warranty is non-transferrable.

### Register Your LiteMat™:

LiteGear™ recommends that you register your product at <http://litegear.com/litemat/warranty> to stay up to date on the latest LiteMat™ news. Registering your LiteMat™ also helps when a warranted repair is necessary.

### Product Failures Not Covered by This Warranty:

This warranty covers defects in manufacturing that arise from the correct use of your LiteMat™. It is limited to defects in materials or workmanship and does not cover damage caused by, but not limited to, the following: abuse, misuse, unauthorized modification, lightning or power surge damage, extreme heat or cold, corrosive environments, moisture, or any acts of God. The warranty also does not cover normal wear and tear. The warranty does not apply to any product with a missing, altered, or defaced serial number. The warranty does not cover any damage incurred during the shipping of your LiteMat™.

Following the first thirty (30) days from the date of the original retail purchase, your LiteMat™ qualifies for a warranted repair, at the sole discretion of LiteGear™, when the total number of broken or damaged emitters exceeds the following thresholds for each respective LiteMat™:

- LiteMat™ 1 six (6) emitters.
- LiteMat™ 2 twelve (12) emitters.
- LiteMat™ 2L twelve (12) emitters.
- LiteMat™ 3 eighteen (18) emitters.
- LiteMat™ 4 twenty-four (24) emitters.

### Limits of Liability:

If these products fail or do not perform as warranted, your sole recourse shall be to repair the product as described above. We will not be liable to you or anyone else for any damages that result from the failure of this product. These damages include, but are not limited to, the following: lost profits, damage to other equipment, and incidental or consequential damages arising from the use of or inability to use this product. IN NO EVENT WILL LITEGEAR™ BE LIABLE FOR MORE THAN THE AMOUNT OF YOUR PURCHASE PRICE, NOT TO EXCEED THE CURRENT LIST PRICE OF THE PRODUCT.

LiteGear™ specifically disclaims all other warranties, expressed or implied, and the user shall deem the installation or use of this product an acceptance of these terms.

### How to Obtain Service Under This Warranty:

Have you tested your LiteMat™? See the "Troubleshooting and Maintenance" section of the LiteMat™: Handbook and Quick-Start Guide for detailed troubleshooting and maintenance instructions.

Still not working? Contact the LiteGear™ Customer Service Department to provide a detailed explanation of the problem(s) with your LiteMat™ and to obtain a Return Materials Authorization (RMA) number.

### RMA Numbers are Required for All Product Returns and Can Be Obtained by Doing One of the Following:

- Completing a request on our web site at <http://www.litegear.com/support/>
- By sending an email to [support@litegear.com](mailto:support@litegear.com).
- By calling/SMS-text messaging +1 (818) 358-8542 and speaking to a LiteGear™ Customer Service Representative.

Once a LiteGear™ Customer Service Representative determines that you have a problem that may qualify as a warranted repair, you will be provided an RMA number\*. You must acquire an RMA number and deliver the defective unit to LiteGear™ in order to obtain service under this warranty. A sales receipt may be required to verify the original retail purchase, if not previously registered. All returned units must have the RMA number visible on the outside of the shipping package. RMA numbers are valid for 30 days after the number is issued. LiteGear™ will not provide an RMA without valid proof of purchase and/or registration of the product.

After receiving an RMA number, you are responsible for arranging the delivery of your LiteMat™ back to LiteGear™ at no expense to LiteGear™. Upon arriving at the LiteGear™ warehouse, your LiteMat™ will be thoroughly inspected by a LiteGear™ Service Technician. If it is determined that your LiteMat™ qualifies for a warranted repair, LiteGear™, at its sole discretion, will perform the warranted repair as enumerated in the "Our Warranty to You" section above. LiteGear™, at its sole discretion, will pay the return shipping costs (Ground service only) and will reimburse you for the initial cost of shipping your LiteMat™ to LiteGear™ (Ground service only) for products under warranty.

If, however, it is determined that your LiteMat™ does not qualify for a warranted repair after inspection, you will receive a notification stating the reasons for our decision and a detailed quote for the cost of the repairs including shipping charges to return your LiteMat™ after it is repaired. Should you choose not to repair your LiteMat™, you are still liable for shipping charges to have your LiteMat™ returned to you.

### LiteGear™ is Not Responsible for the Payment of Any Customs Clearance Fees or Duties.

*\*The determination that a product may be subject to a warranted repair by a LiteGear™ Customer Service Representative does not constitute the determination that a product is subject to a warranted repair.*