



## LIMITED LIFETIME WARRANTY FOR LITEGEAR™ LITEDIMMER™ SERIES SYSTEMS

### **Our Warranty to You:**

LiteGear™, Inc., (“LiteGear™”) warrants your LiteDimmer™ Micro, LiteDimmer™ Pro, or LiteDimmer™ Plus product (“LiteDimmer™ System”) to be free from physical defects in material and workmanship for life. 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 transferable.

### **Product Failures Not Covered by This Warranty:**

This warranty covers defects in manufacturing that arise from the correct use of your LiteDimmer™ System. 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.

### **Limits of Liability:**

If these products fail or do not perform as warranted, your sole recourse shall be to repair the product as described below. LiteGear™ 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:**

Contact the LiteGear™ Customer Service Department to provide a detailed explanation of the problem(s) with your LiteDimmer™ System 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:**

- 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. 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.

After receiving an RMA number, LiteGear™, at its sole discretion, will issue you a shipping label (Ground service only) for delivery of your LiteDimmer™ System back to LiteGear™. Upon arriving at the LiteGear™ warehouse, your LiteDimmer™ System will be thoroughly inspected by a LiteGear™ Service Technician. If it is determined that your LiteDimmer™ System 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).

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

LiteGear™ is not responsible for the payment of any customs clearance fees or duties.

*\*The determination given by a LiteGear™ Customer Service Representative that a product may be subject to a warranted repair is only the first step in fully determining whether or not a repair falls under warranty. Final determination will be provided by a LiteGear™ Service Technician upon inspection of the product.*