



## LIMITED WARRANTY FOR LITEGEAR™ LITEMAT™ SERIES FIXTURES

### Our Warranty To You:

LiteGear™, Inc., ("LiteGear™") warrants your LiteMat™, LiteMat™+ Plus, or LiteMat™ Spectrum Series Fixture ("LiteMat™ Fixture") 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 transferable.

### Register Your LiteMat™:

LiteGear™ recommends that you register your product at <http://www.litegear.com/register> to stay up to date on the latest LiteMat™ news.

### Product Failures Not Covered by This Warranty:

This Warranty covers only defects in manufacturing that arise from the correct use of your LiteMat™ Fixture. It is limited to defects in materials or workmanship and does not cover damage caused by other conditions, including, but not limited to, the following: normal wear and tear, neglect, accidents, abuse, misuse, unauthorized modification or alteration, unauthorized service of the product, a failure to properly maintain the product, use of your LiteMat™ Fixture with non-LiteGear™ products, lightning or power surge damage, extreme heat or cold, corrosive elements, moisture or water damage, or any acts of God. The Warranty does not apply to any product with a missing, altered, or defaced serial number.

Within the first thirty (30) days from the date of the original retail purchase, your LiteMat™ Fixture qualifies for a warranted repair, at the sole discretion of LiteGear™, when any number of broken or damaged emitters exists. Following the first thirty (30) days from the date of the original retail purchase, your LiteMat™ Fixture qualifies for a warranted repair, at the sole discretion of LiteGear™, when the total amount of emitters, which show a material decrease in performance, exceeds the following thresholds:

#### S2 LiteMat™ Family

- S2 LiteMat™ 1: three (3) emitters per fixture
- S2 LiteMat™ 2: six (6) emitters per fixture
- S2 LiteMat™ 2L: six (6) emitters per fixture
- S2 LiteMat™ 3: nine (9) emitters per fixture
- S2 LiteMat™ 4: twelve (12) emitters per fixture

#### LiteMat™ + Plus Family

- LiteMat™ + Plus 1: six (6) emitters per fixture
- LiteMat™ + Plus 2: twelve (12) emitters per fixture
- LiteMat™ + Plus 2L: twelve (12) emitters per fixture
- LiteMat™ + Plus 3: eighteen (18) emitters per fixture
- LiteMat™ + Plus 4: twenty-four (24) emitters per fixture
- LiteMat™ + Plus 8: forty-eight (48) emitters per fixture

#### LiteMat™ Spectrum Family

- LiteMat™ Spectrum 1: eighteen (18) emitters per fixture
- LiteMat™ Spectrum 2: thirty-six (36) emitters per fixture
- LiteMat™ Spectrum 2L: thirty-six (36) emitters per fixture
- LiteMat™ Spectrum 3: fifty-four (54) emitters per fixture
- LiteMat™ Spectrum 4: seventy-two (72) emitters per fixture

### 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 incidental or consequential damages that result from the failure of this product. Incidental or consequential damages include, but are not limited to, the following: loss of use, inconvenience, lost income or 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 as an acceptance of the terms of this Warranty.

### How to Obtain Service under This Warranty:

Contact your closest LiteGear™ Authorized Dealer ("Authorized Dealer") to provide a detailed explanation of the problem(s) with your LiteMat™ Fixture and to obtain a Return Materials Authorization (RMA) number. You can find your Authorized Dealer by visiting <http://www.litegear.com/dealers/>. If you are unable to contact an Authorized Dealer, or feel that they cannot assist you, please contact the LiteGear™ Customer Service Department.

### How to Contact LiteGear™ Customer Service

- 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

Once an Authorized Dealer or 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 or Consolidated Air/International Economy freight) for delivery of your LiteMat™ Fixture back to the LiteGear™ Warehouse or a local Authorized Repair Facility. Upon arrival, your LiteMat™ Fixture will be thoroughly inspected by a LiteGear™ Service Technician. If it is determined that your LiteMat™ Fixture qualifies for a warranted repair, LiteGear™ will perform the warranted repair as enumerated in the "Our Warranty to You" section above. Once the repair is completed, LiteGear™, at its sole discretion, will pay the return shipping costs (Ground service or Consolidated Air/International Economy freight). In the case of any expedited or upgraded shipping requests by the customer, the full amount for shipping is the customer's sole responsibility.

If, however, it is determined that your LiteMat™ Fixture 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 LiteMat™ Fixture after it is repaired. Should you choose not to repair your LiteMat™ Fixture, you are still liable for shipping charges to have your LiteMat™ Fixture returned to you.

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

*\*The determination given by an Authorized Dealer or 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.*