



## WARRANTY TERMS & CONDITIONS

GARDEN LIGHT LED fixtures are warranted to be free of defects in material and workmanship under normal use from the date of original purchase throughout the 20 Year Limited Warranty. If your fixture should prove to be defective within the warranty period, the item will be repaired or replaced at the sole discretion of GARDEN LIGHT LED. To obtain warranty service, go to <https://gardenlightled.com/warranty/> to complete the Return Materials Authorization form, and to review the Return Materials Guidelines. If you have any questions, please call 813-369-5072, or send an email to [warranty@gardenlightled.com](mailto:warranty@gardenlightled.com). Failure to get an RMA# prior to sending in any materials may result in refusal to accept your package.

These Warranty Terms & Conditions stipulate that regular maintenance/service must be performed by the original installing Garden Light LED authorized dealer and within a reasonable timeframe depending on the environment, minimum bi-annually, e.g.: lines tested for shorts/breaks and proper burial; connections verified; fixtures/transformers cleared of buildup/debris that cause over-heating; lenses cleaned; submersible fixtures freed of buildup such as clams/barnacles; submerged lines checked for shorts/breaks and proper protection; submerged connections verified etc.

The GARDEN LIGHT LED limited warranty excludes damage caused by the below specified reasons:

- Abuse, accident i.e., weed whacker or other lawn equipment, mishandling, or improper installation (does not meet NEC or state codes).
- Failure to adhere to the provided operating instructions.
- Exposure to chemicals such as chlorine, pesticides, fertilizer, construction chemicals etc., or naturally harsh environments such as sea/ocean salt water.
- Servicing or modifications of the product other than by GARDEN LIGHT LED, or their authorized agents.
- Improper or negligent maintenance/service.
- Acts of God or natural phenomena e.g., insects, animals, sea/ocean life, fire, tornado, hurricane, submersion due to flooding, lightning strike etc.
- Transient Electrical Surge or High Energy Pulse e.g., lightning, construction equipment, Power Line transformer.

The GARDEN LIGHT LED 20 Year Limited Warranty only applies when all lighting system components (including corrosion-free wire, drum connectors, transformers etc.) are GARDEN LIGHT LED components, installed by a GARDEN LIGHT LED authorized dealer. Substituting another GARDEN LIGHT LED dealer at a later time may render the warranty void. Transformers must be GARDEN LIGHT LED brand with the A81 LED Protection Kit installed.

Fixtures must be returned intact and with several inches of lead to be diagnosed accurately. Evidence of physical damage i.e., pinched or cut wires, damaged housings or leads cut off at the fixture can void warranty.

If for any reason no defect is found (NDF), the customer will be responsible for the associated shipping costs as well as a \$10 processing fee per fixture. **A NDF fixture will be powered on for 72 hours to**



**verify that there is indeed no defect found.** After this determination has been made, you have three options:

1. Keep the original fixture (have it shipped back unchanged).
2. Upgrade electronics for an additional cost.
3. Replace the fixture for a new one for an additional cost.

GARDEN LIGHT LED assumes no responsibility for labor costs involved in repair or replacement. We are not responsible for labor, down-time, or equipment rental charges for on-site service.

If the item does not fall under our warranty guidelines and is repairable, the customer has the option to have it repaired for the cost of material and a Repair Fee.

Requesting Warranty on fixture components i.e., Drivers, LED Boards and Shrouds will only be acceptable on a case-by-case basis, and any request for material to make field repairs will need to be **purchased** as a repair kit.

## **FINISH WARRANTY**

### **Outdoor Finishes:**

Finishes for fixtures installed outdoors are subject to change due to prolonged exposure to sunlight, pollutants, and other environmental conditions. Metal finishes on outdoor fixtures will naturally mature over time, changing in appearance and creating a living finish. Finishes on outdoor fixtures may naturally fade over time, depending on the fixture's exposure to the outdoor elements. Thus, any claim for fading, discoloration, or "patina" of a finish on an outdoor fixture is not applicable to the above warranty terms.

### **Coastal Environments:**

Seacoast environments with direct exposure to saltwater or saltwater spray can be extremely corrosive for metal components. Even with the appropriate maintenance, products installed in this environment will typically deteriorate more rapidly than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this environment. Any claim for finish failures, or for corrosion of other components due to coastal environment conditions is not applicable to the above warranty. This does not apply for raw brass, stainless steel, and stainless aluminum (clear anodized) and Omega Black fixtures.

## **TRANSFORMER LIFETIME LIMITED WARRANTY**

Should any GARDEN LIGHT LED transformer fail to operate properly for any reason, go to <https://gardenlightled.com/warranty/> to complete the Return Materials Authorization form, and to review the Return Materials Guidelines. The transformer will be repaired or replaced at the sole discretion of GARDEN LIGHT LED. This warranty covers material defects under normal usage. Intentional misuse, vandalism, modification, or gross neglect shall void the warranty. GARDEN LIGHT LED A81 LED Protection Kit must be installed.



## **DROP-IN 10-YEAR WARRANTY**

Should any GARDEN LIGHT LED halogen fixture fail to operate properly for any reason, go to <https://gardenlightled.com/warranty/> to complete the Return Materials Authorization form, and to review the Return Materials Guidelines. Items will be repaired or replaced at GARDEN LIGHT LED's discretion. This warranty covers material defects, workmanship. Intentional misuse, vandalism, or gross neglect shall void the warranty. \*\*\*Electrical Sockets have a 1 Year Warranty\*\*\*

## **ACCESSORY ITEMS 1-YEAR WARRANTY**

Should any GARDEN LIGHT LED special items, such as close-outs, timers, photo controls, electrical sockets etc. fail to operate properly for any reason, go to <https://gardenlightled.com/warranty/> to complete the Return Materials Authorization form, and to review the Return Materials Guidelines. Items will be repaired or replaced at GARDEN LIGHT LED's discretion. This warranty covers material defects under normal usage. Intentional misuse, vandalism, or gross neglect shall void all warranties.

## **WARRANTY CLAIM & STORE CREDIT POLICY**

### **Return Merchandise Authorization (RMA) Request Form:**

Once the RMA request has been submitted online and received by GARDEN LIGHT LED, you will receive an RMA number via email. The RMA number will act as the packing list, for the materials being returned. Prepare for shipping the return materials in accordance with the Return Materials Packing Guidelines found at the end of this document and online at <https://gardenlightled.com/warranty/>, and attach the Return Shipping Label to the outside of the box/es. Shipments are subject to inspection and refusal if all the above requirements are not met.

Shipping and handling charges for returns, whether warranty or repair, both ways are the responsibility of the sender for customers who do not exceed in purchases for the previous year. New customers within their first year of purchasing will not be responsible for shipping and handling charges for any returns. After 1 year, the above standard will apply.

### **Credit Claim Returns:**

Any items returned via shipping or drop-off without authorization from GARDEN LIGHT LED will be subject to a \$10 processing fee. 25 % Re-stocking fees may apply per line item. Unexpected additional items returned that were not pre-authorized will also be subject to a \$10 processing fee.

### **Store Credit:**

You will have up to 30 days from the time of invoicing to contact GARDEN LIGHT LED about returning an item(s) for store credit. No cash refunds will be issued. Afterwards, any request received up to 60 days will only be available for exchange for materials of equal value.

- Custom/Special Build (non-stocked items) are not eligible for refund or store credit.
- To be eligible for a store credit your item(s) must be unused, and in the original package.
- You must be able to provide either an Invoice or PO Number as a proof of purchase.



Once GARDEN LIGHT LED has received your item(s) they will be inspected and evaluated by the GARDEN LIGHT LED Warranty Technicians. GARDEN LIGHT LED will require a minimum of 5 business days from time of receipt to process any return. Any return shipping labels provided at the discretion of the Warranty Department are only available within the continental United States, and North America.

**Advanced Replacement Program:**

Under special circumstances, GARDEN LIGHT LED will provide Advance Replacement(s) of fixture(s). Shipping fee charges to send out item(s) will adhere to the guidelines detailed in the Warranty Claims & Store Credit Policy. You will have 30 days from the time of replacement shipping to return the defective item(s). If the returned item(s) are not received within 30 days or if the item(s) do not meet the GARDEN LIGHT LED warranty terms outlined in this document after inspection and evaluation, you will be responsible for the cost associated with the advanced replacement including shipping. Example: If the returned fixture is NDF (No Defect Found), the returned fixture will be sent back, and you will be charged shipping fees and for the Advanced Replacement. Failure to adhere to these rules will result in exclusion from the Advanced Replacement Program in the future.

**Insurance Evaluation:**

For returns that are a part of an insurance claim, or the cause of failure from the field is unknown and the installer/end user would like Failure Analysis, GARDEN LIGHT LED can provide this service for an additional \$10 per fixture.

**Return Materials Packing Guidelines:**

- Item(s) must be cleaned and free of debris (mud, dirt, etc.)
- The complete item(s) must be individually boxed and wrapped using the original packaging in which your product was sent and received. If the original box is missing or damaged, GARDEN LIGHT LED cannot provide packaging. Please use any box that is of suitable size and in good condition and ensure that the item(s) being returned are packaged securely to not get damaged in transit.
- Tag each item with the reason for defect (i.e., water intrusion)
- For replacement parts, it is important to return only the components for which replacements have been provided. GARDEN LIGHT LED is not responsible for excess items returned in error. (i.e., do not return stakes.)
- Make sure your RMA# is displayed clearly on the outside of the package and written on a separate blank piece of paper placed inside each package. Mislabeled or unlabeled RMAs will delay the receiving and warranty process.

Shipments are subject to inspection and refusal if all the above requirements are not met.