

## WARRANTY

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### **THE WARRANTY**

MXLightForce warrants that its products are free of defects in design, assembly, material and workmanship (the “Warranty”).

Products are under warranty for a period of:

**North America** – 5 years for Lighting Transformers & High Performance LED Drivers and 3 years for Standard LED Drivers, commencing on the date of original purchase. The Warranty is non-transferable and valid only for the original purchaser of the MXLightForce division product.

**UK/EMEA** – 3 years for LED Drivers, commencing on the date of original purchase. The Warranty is non-transferable and valid only for the original purchaser of the MXLightForce division product.

MXLightForce will repair or replace, at its option, any defective product for the original purchaser free of charge. The Warranty excludes all costs related to removal, installation or any other labour charges, and does not extend or apply to any associated product or equipment of another manufacturer. In no event shall MXLightForce be liable for any damages to associated products or equipment, any loss of revenues or any claims of end users.

### **LIMITATIONS**

The above warranty is null and void if:

- (1) The product is not provided to MXLightForce for inspection upon request at the sole expense of the purchaser, or
- (2) MXLightForce determines that the product has not been properly installed, has been altered in any way or has been tampered with, or
- (3) MXLightForce determines that the product was not used under normal operating conditions or in accordance with the product’s labels or instructions



## **WARRANTY SERVICE NOTIFICATION**

- (1) To place a claim request, contact MXLightForce customer service at  
North America + 1 514-333-5010 or 1-888-422-6726  
UK/ EMEA + 44 (0) 208-758-9600
  
- (2) Complete the Return Merchandise Authorization (“RMA”) form:
  - a. Submit the form to [warranty@mxlightforce.com](mailto:warranty@mxlightforce.com)
  - b. Include any pictures or claim information if applicable
  
- (3) Upon receipt of the completed form, MXLightForce will issue an RMA number within 48hrs.
  
- (4) Upon receipt of the defective product, MXLightForce will inspect the product to determine the cause of failure.
  - a. Removing the cover or tampering with the product will void the warranty immediately.
  - b. After inspection, if the product is free of any sign of defect and working within design specification, the product will be returned to the purchaser with a test report and explanation of the claim rejection.
  
- (4) Claims must be made within 20 days of the incident.
  
- (5) Warranty is only valid in USA and Canada for North America products  
Warranty is only valid in Europe for EMEA products