

JumpLights

STANDARD WARRANTY

5 Year Warranty

JumpLights, Inc. (JumpLights) warrants the mechanical and electronic components of their product to be free of defects in material and workmanship for five (5) years.

Product Warranty Policy

This warranty only applies to sales directly through JumpLights or any authorized resellers. The warranty cannot be transferred from the original purchaser to any other party.

This warranty only applies when the products are installed in applications in which ambient temperatures are within the range of intended operating temperatures.

This warranty does not apply to any product which has been damaged, defaced, subjected to misuse or abuse, abnormal handling (including shipping damage), or which has been altered in design or construction.

This warranty does not apply to improper installation or grounding, failure to follow instructions, acts of nature, environmental conditions, electric line power surges or dips, improper electrical connections, vandalism, animal, or insect activity.

JumpLights will not be liable for any consequential, indirect, or incidental damages of any kind, including lost revenues, lost profits, or other losses in connection with the product.

Any non-JumpLights equipment or products that have been acquired through a JumpLights purchase are not covered under this warranty, but instead will carry the manufacturer's standard warranty.

JumpLights is not responsible for labor and other costs associated with removal or reinstallation.

A total of 15% or more of the individual light emitting diodes (LED) must be non-functional before the product can be considered defective.

Remedy

When notifying JumpLights of a problem with the product, you must provide JumpLights with a description of the problem, the context in which the problem was encountered, and the steps necessary to generate or reproduce the problem.

If the product shows any defects within the warranty period and that defect is not due to purchaser error or improper use, JumpLights will either replace or repair the product using suitable new or reconditioned products or parts.

In case JumpLights decides to replace the entire product, this limited warranty will apply to the replacement product for the remaining initial warranty period, i.e., five (5) years for a registered product, from the date of shipment of the original product.

Warranty Claim Process

Warranty claims must be reported, and products must be returned to JumpLights within the warranty period and no later than thirty (30) days after discovery of the suspected defect or failure.

Warranty claims must be submitted in writing through the JumpLights Return Material Authorization (RMA) process.

The product must be returned within 15 days of receiving RMA number in original packaging, and the shipping box must be clearly marked with the RMA number. No products will be accepted for inspection, verification or return unless accompanied by an RMA issued by JumpLights.

JumpLights shall pay for shipping costs to return a repaired or replaced product to the customer for valid warranty claims. The Purchaser is responsible for the shipping costs associated with returning the product to JumpLights.