
General Warranty – Non-LED Fixtures

LumenFocus warrants all equipment to be free from defect in manufacturing, under normal and proper storage, installation, and use for a period of one year. In the event of failure, LumenFocus has the option of either replacing the defective components or goods or crediting the purchaser for the purchase price of such goods. Our guarantee liability extends only to the repair or replacement of the defective part and no labor charges for the correction of the defect by repair or replacement will be honored by LumenFocus, unless prior written authority has been granted by our Customer Service Department. LumenFocus does not directly warrant the component products, such as lamps and ballasts, etc..... Products, lamps and ballasts utilized are those of recognized manufacturers and their product warranties shall apply. LumenFocus may assist with establishing custom product warranties – however product warranty claims will be handled directly between the Customer and Product Manager.

LumenFocus reserves the right to request faulty product be sent to its factory for inspection and testing.

In order to make a claim, you must notify LumenFocus in writing within sixty days after your discovery of any defect, and must provide the original invoice for the material.

All warranty claims will be placed on hold if there is an outstanding balance on the project. Warranty activity will not resume until payment has been made per terms.

THE FORGOING WARRANTY PROVISIONS ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING AND WITHOUT LIMITATION OF WARRANTY AGAINST ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR USE FOR ANY PARTICULAR PURPOSE.

IN NO EVENT WILL LUMENFOCUS BE LIABLE FOR COMPENSATORY, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR OTHER DAMAGES. LUMENFOCUS' AGGREGATE LIABILITY WITH RESPECT TO A DEFECTIVE PRODUCT SHALL IN ANY EVENT BE LIMITED TO THE AMOUNT PAID TO LUMENFOCUS FOR THAT DEFECTIVE PRODUCT. LUMENFOCUS SHALL HAVE NO LIABILITY FOR LOSS OF PROFIT, LOSS OF ANTICIPATED SAVINGS OR REVENUE, LOSS OF INCOME, LOSS OF BUSINESS, LOSS OF OPPORTUNITY, LOSS OF PRODUCTION, LOSS OF REPUTATION, INDIRECT, CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES.

