

## Ruko Home Inc Service Policy

### 1. Free Warranty Policy

#### Basic Terms

The warranty period is effective from the date of purchase or the date of delivery (if the delivery date is slightly later than the date of purchase)

Please keep your purchase invoice or related documents as an important basis for warranty service

Bopp & Reilly products purchased and used in the continental United States (excluding American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands) only (and excluding products purchased from other sellers on other platforms)

Ruko Home Inc does not provide any product-related parts under warranty, and no replacement products are available for Ruko Home Inc products sold in addition to all items in the complete package.

### 2. Warranty items and time limit

|               | Items                 | Time Limit | Major component   |
|---------------|-----------------------|------------|---|
| Ceiling Light | Ordinary light source | 1 year     | Lamp holder, Arm, Base,<br>Bracket, Lampshade                 |
|               | LED light source      | 1 year     | Integrated LED chip, Arm, Base,<br>Bracket, Lampshade, Driver |

|             |                       |        |  |
|-------------|-----------------------|--------|--|
| Wall lights | Ordinary light source | 1 year | Lamp holder,Arm,Base, Bracket,Lampshade                |
|             | LED light source      | 1 year | Integrated LED chip,Arm,Base, Bracket,Lampshade,Driver |

Note:1>All products sold by Ruko Home Inc do not contain light bulbs, except for products that integrate new LED light sources.

2>Ruko Home Inc has clearly marked the products with integrated LED light source in the product description, we do not provide warranty for products without light bulbs.

### 3.Warranty

After inspection by Ruko Home Inc, if your product is determined to be faulty due to poor materials,workmanship or function, Ruko Home Inc will make a judgment on replacement parts, complete machine replacement or full refund. In the case of replacement parts or complete machine replacement within the scope of the warranty period:

1. Scratch
2. Does not work (we are only responsible for the lamp head problem, our products do not contain light bulbs, except for integrated LED light sources)
3. Broken (photo required)
4. Accessories package missing essentials (photo required)

5. Damage caused by installation due to workmanship and quality issues (photos required)

In the following cases, Ruko Home Inc will not be able to provide free warranty services for your products within the warranty period:

Products not installed in accordance with installation instructions or by an unlicensed electrician can cause product damage and damage to home circuits.

Normal wear and tear, etc. (wear parts include bulbs, aging wires, etc.)

Parts not listed in the item list (bulbs, extra screws, extra rods, chains, etc.)

The environment of use is not within the recommended use site  
wrong installation

**4. Authorized the Warranty**

Ruko Home Inc authorized the warranty.

1. Customers can directly use the official email (marcellus@rukohomeshop.com) to contact us we will answer questions within 24h

2. We fully comply with local laws and regulations and operate in accordance with them