

## Introduction

It often takes decades, for the selected few to earn their reputation of becoming world known, respected brands they are today. However, maintaining the hard earned reputation, only a few have been able to manage. This is why, while VONN has quickly earned its reputation as a pioneer in ecological and resource-efficient LED lighting innovations with knowledge and skill to deliver unsurpassed quality and design, we are also committed to delivering the highest industry standards in customer care as well.

VONN lighting is proud to announce VONN 5 Year Limited Warranty on all VONN products. Now let's see if we can answer some of the questions:

## Warranty Coverage

VONN warrants that our products are in new condition, original packaging, free of defects in manufacturing, materials, and quality, when purchased from VONN authorized distributors ONLY. This warranty extends to the original end-user consumer with the original proof of purchase from any of VONN's authorized distributors. Manufacturer's 5 Year Limited Warranty shall not extend to any other person, transferee, or commercial use.

## What does the warranty cover?

VONN warrants its products free from defects in material and quality for one (1) year and five (5) years for the LED Light Engines and electrical components.

This warranty only applies when all components, including drivers and power supplies, have been provided by VONN. Substituting another manufacturer's product and/or components will void the warranty completely.

**Please NOTE:** While built-in LED arrays are covered under the 5-year limited warranty, stand-alone LED Light bulbs (shipped with some fixtures) are EXEMPT from VONN 5 Year Limited Warranty.

## What is NOT covered by the warranty?

VONN 5 Year Limited Warranty does not cover defects resulting from the improper or unreasonable use or maintenance, referring to fixtures and product finishes that are mishandled, improperly installed, cut wires, connected or wrongfully operated, unusually used, attached to the improper voltage supply.

VONN will not be held accountable for acts of God such as high winds, floods, water damage, fire, excess moisture, power surges, failure to follow written instructions for proper use and care, damaged packaging, unauthorized alteration, modification of original condition, changes, or adaptation to enable it to operate in any country other than the country for which it was designed, or repair by non-licensed professional.

Significant product exposure to chemicals, harsh cleaners, salt water or salt air or use of parts not supplied by VONN, will ultimately void any and all warranties on products and their exterior finishes.

## Once contacted, VONN will.....

Gather information, locate the original purchase order record, review every detail provided, evaluate and diagnose the problem and attempt to resolve over the phone. If unsuccessful, using new or

refurbished replacements parts, ship any defective parts or the entire replacement unit within a reasonable period to the customer.

#### **What we will not be able to do....**

VONN lighting is not responsible for shipping, insurance or transportation charges, import fees, duties, and taxes.

#### **How to obtain 5 Year Limited Warranty**

Registering VONN product upon receipt is the first recommended step. Once the product is registered, your name, as well as the rest of the relevant product information, is securely stored in our database. If you have not had a chance to register your product at the time of purchase, please use your original purchase order number when contacting VONN's customer care. We recommend contacting VONN's customer service directly with any warranty or service related issues at 1-888-604-VONN.

#### **Other conditions:**

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

VONN LLC 5 YEAR LIMITED WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLIED, WRITTEN OR ORAL. VONN LLC DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES AND DOES NOT COVER OR INCLUDE LABOR COST OR DAMAGE INCURRED IN INSTALLATION, REPAIR OR REPLACEMENT, NOR DOES IT COVER OR INCLUDE DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE OR ECONOMIC LOSS.