



All Medinah Power lighting products come with a warranty of 5 years. This warranty is offered to you by Medinah Power.

Subject to the terms of this document, Medinah Power warrants to the original purchaser of the product, in its sole discretion, will repair, replace, or refund, without charge, Lighting product (the Product) or the defective part if the Product fails due to any manufacturing defect during the first 5 years or 50,000 hours of operation following initial installation, whichever is the lesser.

The warranty is applicable on all lighting product ranges offered by Medinah Power unless specified separately.

If in case, any refunds or credits issued to the purchaser will be on a prorated basis according to the following calculation:

Invoice Price (\$) x Remaining Warranty Period (months) / Warranty Period (months)

If Medinah Power chooses to replace the product and is not able to do so because the product has been discontinued, has been modified or is otherwise not available, Medinah Power may, in its sole discretion, replace the product with a comparable product that is functionally equivalent to the product to be replaced.

The warranty period starts on the date of the customer invoice.

THIS WARRANTY IS APPLICABLE PROVIDED:

- The product is properly installed, and installation is consistent with the manufacturer's instructions and is installed by a suitably trained and licensed electrician.
- The product is not subjected to any unauthorized modifications.
- The product is only used for the purpose of illumination, in line with its designated purpose or the designated purpose of a luminaire of its general type.
- Any faults or defects attributable to the misuse, abuse, accident, improper installation, or non-observance of the manufacturer's instructions on the part of the user are specifically excluded.



THIS WARRANTY DOES NOT COVER:

- Damage caused by acts of god, or other incidents /occurrences beyond the control of Medinah Power, including without limitation, fire, theft, storms, and floods.
- Damage caused by an unexpected power interruption, surge, or failure.
- Damage caused by water or other forms of moisture being absorbed by the LED light fitting due to tampering or unauthorized product modifications.

- Damage caused by chemical impact or other abuse including environmental factors, improper cleaning solutions, and damage from leaving substances such as bleach on the product.

- Damage caused by mishandling or any accidental damage.
- Damage or problems caused by using an accessory, component, or equipment not supplied by Medinah Power.
- Fading of paint or coating from the surface of the product.

EXTENT OF WARRANTY:

Medinah Power will pay for product replacement installation costs on a case-by-case basis.

- Customers will be responsible for any other costs arising from the repair or replacement.
- In the event of the Goods being replaced during the Warranty Period, the warranty on the replacement Goods will expire on the same date as the Warranty Period of the original Goods they are replacing.
- Approval for replacement installation cost must be approved by Medinah Power management prior to the installation of the replacement product.

This warranty is not transferable. Only the first owner/buyer can claim the warranty.

ELIGIBILITY FOR WARRANTY:

To qualify for repair or replacement installed warranty, the owner must provide the original sales receipt or other documentation acceptable to Medinah Power, which demonstrates proof of purchase of the Product, clearly showing the date of purchase,



address of the Installation and that the Installation was performed by a certified electrician with pictures of the defective product and any other detail which will help diagnose the issue.

The warranty shall commence from the date of product purchase. All service inquiries must be initiated by calling our customer service toll-free number: +1 (844) 870-5337

Requests for returns of damaged products must be made within 30 days from shipment date, and are valid for a 30-day period only.

No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon Medinah Power unless made in writing and signed by an authorized representative of Medinah Power.