

OUKANING LIGHTING LIMITED WARRANTY

E-mail us at oukaning@188.com

OUKANING Lighting Inc. (“Seller”) warrants to Buyer that all Seller manufactured products (“Products”) will follow the below warranty instructions, which shall begin on the date of shipment by Seller (the “Warranty Period”):

- (i) Ceiling Light – One (1) year;
- (ii) Ceiling Fan – Two (2) year;

With the warranty period, Supposing products bought from Oukaning has following situation:

- A) Malfunction
- B) Manufacturer Defect
- C) Missing parts
- D) Damaged

Customers can email us at oukaning@188.com with Order number, Model Number, product images and descriptions after receiving the product within the first two months, and we will provide appropriate solution for customers, including but not limited to:

- Professional guidance,
- Parts replacement parts or whole product replacement if necessary,
- FOR FREE.

This warranty service is limited to product quality problems that occur under normal use. The following situation would be excluded from our Warranty:

- A. The customer did not install and use according to the instructions. (such as dry environment level installation).
- B. Self-use of parts that do not meet product specifications may cause malfunction or damage.
- C. The product is damaged or scrapped due to the customer's own repair or modification.
- D. Natural disasters cause product damage (such as natural disasters or life accidents).
- E. Improper use and impact, unstable voltage (Usually the voltage of fan lights is between AC110V-220V.).

Effective March 15, 2023