

WARRANTY

CRYSTORAMA LIMITED WARRANTY

Crystorama lighting fixtures (both indoor and outdoor), when properly installed and under normal conditions of use, are warranted to be free from defects in materials and workmanship for one year from date the product was shipped to the original end use purchaser.

Crystorama, upon confirmation of a defect will, at its sole discretion, repair or replace, F.O.B. Factory, freight prepaid, any lighting product defective in materials or workmanship within the warranty period above. Such repair or replacement is the exclusive remedy against Crystorama should any product delivered prove defective, subject to the following conditions and exclusions.

What is not covered: Our warranty covers the product itself and the following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses; (iii) any other additional losses. All discontinued items are final sale and not covered under this warranty.

The provisions of this warranty do not apply to Products: (i) used in commercial applications; (ii) used for purposes for which they are not designed or intended; (iii) which have been subjected to modification, abuse, misuse, negligence or accident; (iv) which have been improperly stored, installed, maintained or operated; (v) which have been used in violation of written instructions provided by Crystorama; (vi) which have been subjected to improper temperature, humidity, floods or other environmental conditions; or (vii) which, based on Crystorama's review, do not disclose to Crystorama's satisfaction a defective in materials or workmanship. Additionally, this warranty does not cover scratches, abrasions, or deterioration due to the use of paints, solvents, chemicals or abrasive cleaning techniques.

Finish Warranty Exclusions:

Outdoor Finishes: Lighting fixtures installed outdoors are subject to change due to prolonged exposure to sunlight, pollutants and other environmental conditions. Metal finishes on outdoor fixtures will mature naturally over time, and may change in appearance, creating a living finish. Painted finishes on outdoor fixtures may naturally fade over time, depending on the fixture's exposure to the outdoor elements. Therefore, any claim for fading, discoloration or "patina" of a finish on an outdoor fixture is not applicable to the above warranty.

Coastal Environments: The environment within ten miles of a sea coast can be extremely corrosive. Even with appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in other, less severe environments. Corrosion and/or deterioration is considered "normal wear" in this environment. Therefore, any claim for finish failures, or for corrosion of other components due to coastal environment conditions is not applicable to the above warranty

WARRANTY SERVICE: (i) is available for the original end use purchaser only, (ii) must provide the original bill of sale, delivery date, and product number and (iii) the customer must return for inspection the defective parts or fixture at the request of Crystorama. Please contact Crystorama through your Lighting Dealer, Lighting Contractor, or by emailing returns@crystorama.com, or by calling Customer Service at [1-800-888-4470](tel:1-800-888-4470).

IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. FOR BREACH OF ANY WRITTEN EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, THE CONSUMER IS LIMITED EXCLUSIVELY TO THE REMEDIES PROVIDED IN THIS WARRANTY. IN NO EVENT SHALL CRYSTORAMA BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.