



ZEVNI LIGHTING LIMITED WARRANTY

THIS WARRANTY is given by **KSANA LLC ZEVNI LIGHTING** (“Company”) to the original purchaser (“Purchaser”) of the Lighting Products (“Products”).

I. Introduction

This Limited Warranty sets forth the coverage provided to the Purchaser by the Company under this warranty. It is offered as a testament to our commitment to providing high-quality lighting products and our intent to ensure customer satisfaction. This Warranty applies when you, the Purchaser, buy our lighting product(s) from us directly via our website or through an authorized reseller or dealer.

When we reference 'defects' in this warranty, we are referring to a condition in the product that significantly impairs its intended functioning due to errors in materials or factory workmanship, under the normal usage during the Coverage Period.

II. Coverage Period

This Warranty provided by **KSANA LLC ZEVNI LIGHTING** extends for a period of **two (2) years from the date of purchase (“Non-LED Warranty Period”)** and for a period of **five (5) years from the date of purchase (“LED Warranty Period”)**. For purposes of this Warranty, references to “Warranty Period” shall refer to either the Non-LED Warranty Period or the LED Warranty Period, depending on the type of Product purchased by the End User. The coverage begins from the date of purchase as shown in the Purchaser's sales invoice/receipt.

If any defects as defined above are discovered during this period, the Company stands committed to provide a repair or replacement as detailed in the Coverage Details and according to the Claim Process.

III. Coverage Details

This Warranty covers:

- Damage occurring in shipment
- Defects in the material or workmanship of the lighting products
- Malfunction of the lighting products under normal usage
- Defects identifiable at the time of delivery (must be reported within **14 days** of delivery)

The Company will, at its discretion, repair, replace, or refund the purchase price of a defective product. Replacement may be with a new or refurbished product. If the product is no longer available, the Company may replace it with a similar product of equal value.

IV. Limitation of Liability

This Warranty does not cover:

- Damages due to mishandling, misuse, or failure to follow the usage instructions provided with the product
- Products that have been modified, disassembled or tampered with
- Normal wear and tear

In no event shall **KSANA LLC ZEVNI LIGHTING** be liable for any indirect, incidental, special or consequential damages arising out of or relating to this Warranty or the products, even if it has been informed of the possibility of such damages.

V. Claim Process

To initiate a claim, please contact the Company's Customer Service Department at **customerservice@zevni.com** or call **213-306-7164** or text **863-270-9337**. Kindly provide proof of purchase along with a detailed explanation and picture proof of the issue. Our team will review your claim and respond within 3-7 business days.

Effective January 1, 2025

