

Warranty

Dear Valued Customer,

We appreciate your recent purchase and are committed to ensuring your satisfaction. Below you will find the warranty details for your new lighting fixture:

This product is backed by a 1-Year limited warranty to give you peace of mind. We warrant this product to be free of defects in material and workmanship for one year from the date of purchase. This warranty applies only to the original consumer purchaser and to products used in normal use and service.

If your lighting fixture breaks or fails due to a defect in material and workmanship within one year from the date of original purchase, please contact our Customer Service Team at **Prime-Ray@outlook.com**. Be sure to include your original ORDER ID and maintain the original packaging for warranty claims.

- This warranty does not cover normal wear and tear.
- This warranty does not cover costs or fees associated with any labor required to install, remove, or replace any product (including but not limited to electrician fees).

Exclusions:

This warranty does not apply if the product has been:

- Damaged through misuse, abuse, accident, modification, alteration, neglect, or mishandling.
- Improperly installed, set-up, or used in any way not in accordance with the instructions supplied with the product.
- Subjected to a failure as a result of an accident, misuse, abuse, negligence, alteration, faulty installation, or any other failure not related to faulty material or workmanship.

Care and Maintenance: Please refer to provided Instructions / Assembly.

For any queries or issues, please contact us promptly for assistance at **Prime-Ray@outlook.com**. We are here to help and committed to ensuring your satisfaction.

Thank you for choosing our product. We hope it brings light and elegance to your space.

Best regards,
Prime Ray Customer Service Team
Prime-Ray@outlook.com