



GLO 10 YEAR WARRANTY

Global Lighting Organization, LLC (“GLO”), 12329 Telegraph Rd. Santa Fe Springs, CA. 90670 warrants to the original purchaser of GLO Domestic LED products manufactured and purchased on or after January 1, 2013 for which the GLO Spec Sheet contains the words “10 year warranty” that, subject to the below terms and conditions of this warranty, they will comply with GLO®’s published product specifications for such products and will be free from material defects in material and workmanship for a period of ten (10) years from the date of manufacture by GLO®, or, if lesser, 58,000 hours of operation.

The above warranty is extended by GLO® only to the original or first end-user purchaser and only for the original installed location. This warranty is non-transferrable, whether by assignment or operation of law. The original purchaser must provide warranty claims to GLO within the warranty period promptly upon discovery and in accordance with GLO®’s Repair Procedures as outlined within this document.

Should any defects be found by GLO® upon its inspection of the GLO product, GLO®’s sole responsibility and liability under this warranty will be to replace the defective product.. All decisions regarding the existence or non-existence of defects or otherwise affecting the warranty shall be made by GLO® and shall be final and binding on all parties. Where a defective LED product is replaced under this warranty, the balance of the original warranty period shall remain effective.

Return and Repair Procedures All warranty requests and or questions are to be directed to GLO®’s Customer Service Department (CSD) at 855-456-4533. If deemed necessary based on location of the business, the CSD will issue a Returned Merchandise Authorization (RMA) number which must be included on both the packing slip of the component or fixture being returned and on the outside of the box. You must include your name and contact information, including your email address, on the packing slip so that we can contact you easily. If the fixture in question is a track head, the entire fixture will need to be returned. If the fixture is a recessed or pendant fixture, a portion of the fixture or only the LED Driver (power supply unit) or possibly the LED Board (lens covered lighted section) will need to be returned, depending on the problem being experienced. Please note that for recessed fixtures, the proper ESD (electro-static discharge) procedures must be followed prior to handling the lead to the LED Board. Also, each component or fixture must be packaged very carefully and properly so as to prevent damages in shipment and must be shipped freight prepaid. Please obtain a proof of delivery to ensure that the material is received. Once the component or fixture has been received and tested, an evaluation report will be provided to the end user via email. This report will clarify the following: A) The component / fixture is covered under the warranty policy and will either be repaired or replaced. B) The component / fixture is not covered under the warranty policy and the reason for this determination.

If GLO® determines that the component or fixture is covered under the warranty, then the appropriate repairs will be started or a replacement fixture will be manufactured and shipped. Please note that in the event the returned component or fixture is found not to be covered under this warranty, you may be subject to for all return shipping charges and fees. For components and fixtures determined to be covered under this warranty prior to the first anniversary of the Manufactured Date, the repaired or replacement component or fixture will be returned to you at no charge. You will be responsible for all other shipping charges.

This warranty policy is valid under the following conditions: 1) GLO products sold in the United States. In other regions, other conditions may apply. 2) Products have been purchased through GLO directly 3) GLO products are applied for their "intended" use which are: a. Products are used per the specifications from the spec sheets. b. Ambient temperatures do not go outside the range of -20 degrees to +49 degrees Celsius. 4) Relative humidity does not exceed 80%. 5) A GLO representative must have access to the defective products if necessary. If the products become suspect for any reason, a GLO representative shall have the right to take a further evaluation to verify the nature of the defective products