

## **Ecolighting LED Lights Warranty Policy**

### **I. Commitment to Quality**

Ecolighting is committed to providing customers with high-quality LED lighting products. We provide advanced LED products with outstanding brightness, energy savings, and high durability, manufactured according to modern processes and rigorous pre-factory inspection.

### **II. Warranty scope**

The company guarantees only products that qualify for the warranty:

- Products manufactured and supplied by the company.
- The product in the process of being used has a defect that belongs to the manufacturer.
- The product is in the warranty period (depending on the regulations, each product line will have its own warranty).

This regulation only applies to regular warranty products. For export products and project work, the warranty terms of the contract and the sales agreement will apply.

### **III. Warranty period**

Ecolighting is committed to giving customers absolute peace of mind with a **one-to-one LED warranty policy for 5 years**.

### **IV. Warranty conditions**

- Products manufactured and supplied by the company.
- The product is still under warranty.
- The product is warranty stamped, warranted, and unbreakable, blurred, or modified.
- Product defects due to manufacturers include: an unstable source; a sharp decrease in light after a period of use; and not being bright in normal working conditions.

### **V. Warranty Procedure**

- Customers directly bring or deliver the defective product to the Ecolighting warranty center or the nearest authorized dealer.
- Technicians will test the product and identify the bug.
- If the product is defective due to the manufacturer, Ecolighting will proceed with the new product for the customer.

### **VI. No warranty**

- Product expired warranty, interfered by a third party.
- The information on the product and the warranty certificate do not match; the information is missing, and the guarantee stamp is not intact.
- Error due to LED blast, source misuse, or working conditions.
- Mechanical damage, deformation, crashing, collision, scratching, wet, rotting, draining, animal invasion, natural disasters, fires, explosions, human impact.
- The heat discharge system behind the lamp is not placed in an airy environment (temperatures exceeding 45 °C).

- Mechanical damage, deformation, crash, collision, scratch, wet, rotting, animal invasion, natural disaster (\*), fire, human impact.
- Note: (\*) Natural disasters: floods, storms, earthquakes, lightning, volcanic eruptions, and snowflakes.

## **VII. Customer interests**

- Customers can renew the new product free of charge if the product is defective due to the manufacturer during the warranty period.
- Customers are provided with free consultation and technical support throughout the product's lifetime.

## **VIII. Contact Information**

For more detailed information about the warranty policy, please contact Ecolighting at:

Headquarters: PFC Institutions Co., Ltd. . Address: 8th Floor Viwaseen Tower, No. 48 Tanyang, Qingdong Pharaoh, South Da Liam District, Hanoi City, Vietnam

Hotline: 0922.79.3636

CSKH Email: [cskh@ecolighting.com.vn](mailto:cskh@ecolighting.com.vn)

Production Factory: PFC Manufacturing Co., Ltd.

Hotline: 0914.882.467 (Mr. Living, Technical Director)

CSKH Email: [cskh@ecolighting.com.vn](mailto:cskh@ecolighting.com.vn)