

WARRANTY & COMMITMENT POLICY

Lumien Lighting prides itself on the quality of its products and is committed to customer satisfaction. For these reasons, Lumien Lighting offers warranty policies on all products in the event of defects, including manufacturer defects, and malfunctions. Lumien Lighting warrants to the first non-distributor purchaser of any of its products. Should you find that a product is defective or malfunctions, please see the warranty periods below to determine the applicable warranty period for your product:

- **12V ELECTRONICS/LIGHT SOURCES:** Ten (10) year warranty
- **MR16 LAMPS:** Five (5) year warranty
- **BRASS HOUSINGS:** Lifetime warranty (*finish excluded – see below for finish warranty*)
- **ALUMINUM HOUSINGS:** Ten (10) year warranty (*finish excluded – see below for finish warranty*)
- **BRASS FINISH:** Ten (10) year warranty
- **ALUMINUM FINISH:** Five (5) year warranty
- **STAINLESS STEEL FINISH:** Lifetime warranty
- **GLASS ACCESSORIES:** One (1) year warranty
- **PLASTIC ACCESSORIES:** Lifetime warranty
- **BRASS ACCESSORIES:** Lifetime warranty (*finish excluded – see below for finish warranty*)
- **ALUMINUM ACCESSORIES:** Ten (10) year warranty (*finish excluded – see below for finish warranty*)
- **LumienARC:** Three (3) year warranty
- **LumienVIBE:** Five (5) year warranty (*finish excluded – see below for finish warranty*)
- **TRANSFORMERS:** Ten (10) year warranty

FINISH WARRANTY: Although Lumien Lighting makes the commitment to use superior materials and performs all proper testing for finish longevity, some fading and chalking may occur and is considered normal. For coastal locations, some oxidization and/or deterioration is considered "normal wear" in this environment. Therefore, any finish claim due to coastal environment conditions is not applicable to our warranty policy.

EXCLUSIONS (including, but not limited to): Warranty does not cover customer- or installer-induced damage, defect, or malfunction. Warranty does not cover damage due to electrical surges, spikes, or the use of voltages on a product outside of its recommended range as defined in the product specifications. Warranty shall not cover any "Acts of God" such as lightning, fires, floods, tornados, hail, earthquakes, hurricanes, or any other extreme weather events that are beyond Lumien Lighting's control. Warranty shall also not cover any water damage to products that have been subject to excessive contact with water outside of its IP rating.

REPLACEMENT OR REPAIR: Lumien Lighting products that are under warranty may be repaired or replaced at Lumien Lighting sole discretion based on Lumien Lighting's assessment of the defect or malfunction. Product issues are typically resolved within five to seven (5-7) business days from its receipt of a warranty claim. On a case-by-case basis, Lumien Lighting may request a fixture to be returned to the office for testing and will provide a prepaid return label for your convenience. Warranty also does cover labor or other costs or expenses to remove or install any defective, repaired, or replaced product.

HOW TO TAKE ADVANTAGE OF YOUR WARRANTY: Should you encounter any problems with your product, please submit a warranty claim to our Customer Support team on our website under the Warranty & Return tab. Photos of defective or malfunctioning fixtures and the installation location MUST be submitted with all warranty claims. For your convenience, Lumien Lighting will provide prepaid shipping labels for defective or malfunction products covered by warranty.

To learn more about products, proper installation, or ideal conditions for optimum performance prior to purchasing a product, or to obtain information about product coverage, please contact our Customer Support team at warranty@lumienlighting.com.