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Email: info@dualrays.com Web: www.dualrays.com

Warranty Agreement

Welcome to use DUALRAYS LED luminaires!





DUALRAYS

Intelligent.Industrial

SHENZHEN DUALRAYS OPTOELECTRONICS Co.,LIMITED

深圳德悦光电有限公司

Dear Reverent Customers:

Thank you for your support and concern of DUALRAYS, in order to have your satisfaction , please read this warranty agreement carefully before you purchase our products .

1. LED LUMINAIRES PRODUCTS:

This part covers LED luminaires product(s) in any country covered by DUALRAYS LED luminaires or distributed by DUALRAYS, and only apply to LED luminaires supplied directly from Shenzhen Dualrays Optoelectronics Co.,Limited.

2. WARRANTY:

SHENZHEN DUALRAYS OPTOELECTRONICS Co.,LIMITED. (Seller) warrants your products to be free from defects in material and workmanship for a period of 3 to 5 years(please reference the detailed sales contract), starting from the production date listed on the label.Seller warrants that all goods provided will be new and in best functioning condition. If you discover a defect in a product covered by this warranty, we will repair it without extra charge within the warranty period.If the repair is not possible, we will replace the item.

3. EXCLUSIONS:

This warranty covers defects in manufacturing discovered while using the product as recommended by the manufacturer. and does not cover any other problems, such as loss or theft ect, including those that arise as a result of:

- Improper maintenance or modification;
- Spare parts or supplies not provided or supported by DUALRAYS;
- Unauthorized modification or misuse.
- Hostile opration environments, or natural disaster such as thunder, fire, flood and other acts of God.
- Damage of the appearance of the products.
- Uncrating, setup, installation or the removal and re-installation of products after repair.

[Http://www.dualrays.com](http://www.dualrays.com)

If your requirement for guarantee subject to conditions listed above, we will charge the maintaining cost. For detailed charge of the maintenance, please contact us for confirmation.

4. LIMITS of LIABILITY:

Should the product(s) fail, your sole recourse shall be repair or replacement, as described in the preceding paragraphs. We will not be held liable to you or any other party for any damages that result from the failure of this product. Damages excluded include, but are not limited to, the following: lost profits, lost savings, lost data, damage to other equipment, and incidental or consequential damages arising from the use, or inability to use this product. In no event **SHENZHEN DUALRAYS OPTOELECTRONICS Co.,LIMITED** will be liable for more than the amount of your purchase price, not to exceed the current list price of the product, and excluding tax, shipping and handling charges. DUALRAYS shall have no obligation to repair, replace, or refund until getting the defective products from customers,

DUALRAYS is only responsible for freight from workshop located in Shenzhen to buyer's site for replaced products during the warranty period, transportation cost from buyer's site to DUALRAYS office and any customs clearance fees or duties will be at buyer's expenses, DUALRAYS will charge maintenance and components cost when warranty expired.

If DUALRAYS is unable to repair or replace a defective product which is covered by DUALRAYS warranty, DUALRAYS shall refund the purchase price for the product within a reasonable time after being notified of the defect.

SHENZHEN DUALRAYS OPTOELECTRONICS Co.,LIMITED disclaims any other warranties, express or implied. By installing or using the product, the user accepts all terms described herein.



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5. HOW TO OBTAIN SERVICE UNDER THIS WARRANTY:

Please send the damaged product(s), copy of PI and this warranty to the DUALRAYS headquarters,our contact information is as below:

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Intelligent Industrial LED Luminaires Manufacturing

Marketing Department



[Http://www.dualrays.com](http://www.dualrays.com)