

To make a claim, you must contact A&A Optoelectronics Ltd within thirty (30) days of the failure.

Claims for lost shipments, A&A Optoelectronics Ltd. miss-shipments, short shipments, or damage/pilferage must be reported within five (5) business days of the delivery date.

Please retain the failed product in its original packaging with all parts and documents included for inspection. A copy of your original receipt/invoice will be required.

A&A Optoelectronics Ltd will provide a Limited Warranty guarantee. If, at the determination of A&A Optoelectronics, the product is deemed defective we shall, at our own discretion, elect to satisfy the warranty through any of the following methods:

1. Refund the current replacement value with a credit memo.
2. Repair the existing product.
3. Replace the product in question.

Returns of used, discontinued, damaged, unpackaged, or defaced products will not be accepted.

In the event of refund, A&A Optoelectronics Ltd will refund only the current replacement value of the product in the form of a credit memo.

In the event of repair, A&A Optoelectronics Ltd reserves the right to use new or refurbished parts.

In the event of replacement, A&A Optoelectronics Ltd reserves the right to replace with non-identical products that are of equivalent specifications.

A&A Optoelectronics Ltd. reserves the right to refund, repair, or replace the current value of the product at its sole discretion. This shall be the sole remedy and the full extent of liability. A&A Optoelectronics Ltd. cannot guarantee that an identical product or model will be available to replace defective products.

In the case of repair, replacement or refund, the warranty period shall continue from the date of the original purchase.

A&A Optoelectronics Ltd Fixtures covered by this Limited Warranty must be installed with a licensed electrician in accordance with the provided installation instructions as well as local and national codes and standards and utilized under normal operating conditions for any warranty claims to be considered.

A&A Optoelectronics Ltd. reserves the right to inspect the failed product to determine the cause of failure and reserves the right to be the sole judge as to whether the product is defective and covered under warranty.

This limited warranty will not apply to loss or damage to the product caused by: negligence, abuse, misuse, mishandling, improper installation, storage or maintenance.

Damage due to fire or acts of God, vandalism, civil disturbances, power surges, improper power supply, electrical current fluctuation, corrosive environment installations, induced vibration, harmonic oscillation or resonance associated with movement of air currents around the product are also NOT covered by the warranty.

This limited warranty excludes field labor, freight costs and service charges related to the repair or replacement of the product.

No distributor, salesperson, dealer, retailer, or other representative has the authority to change, modify or extend this warranty in any form or respect. A&A Optoelectronics Ltd reserves the right to modify this warranty at any time. Any modification of this warranty shall be effective for all orders placed with A&A Optoelectronics Ltd on or after the effective date of such revised warranty.

This warranty is effective for purchases of products on or after the effective date of April 2024.

*Subject to change without notice.