

PRODUCT WARRANTY

Kuzco Lighting guarantees against defects in workmanship, assembly and materials used in our products.

Kuzco will repair or replace, at our sole discretion, any products that fail to operate due to a defect within:

- One year of the date of invoice for all incandescent products, halogen products, fluorescent products, and LED fixtures.
- Five years of the date of invoice for all LED modules only, not the fixture.

Kuzco will not honor any claim for improperly installed fixtures, or when unauthorized modifications have been made to a fixture.

No chargebacks, or charges for labor & materials, will be honored without Kuzco's prior consent. Except as stated above, there are no other warranties, expressed or implied.

RETURNS / RMA (RETURN MATERIAL AUTHORIZATION)

Merchandise may not be returned without prior authorization from Kuzco.

A restocking charge of 25% will be charged on all returns, unless the reason for the return is the fault of Kuzco.

Custom & Discontinued products are not eligible to be returned.

Product must be in original packaging, must not show signs of installation, and must be in resalable condition, with **no writing on the packaging.**

Credit will only be issued after receipt and inspection of the items at Kuzco Lighting.

(Debit Memos will NOT be accepted.)

An RMA number must be clearly visible on the on the shipping label of the returned item(s).

All RMA's (Return Material Authorizations) will expire after 60 days.

TECHNICAL SUPPORT

Kuzco Lighting is dedicated to your satisfaction. Kuzco's Technical Support Department will make every effort to solve the problem over the phone, or through e-mail.

If the problem cannot be solved over the phone, or by e-mail, a Support Ticket Number will be issued.

Information you will need when you call:

1. The name of the store where the Kuzco product was purchased
2. Product Model Number
3. Details of the Problem

Information you will need when you email:

1. The name of the store where the Kuzco product was purchased
2. Product Model Number
3. Details of the problem
4. Pictures that clearly identify problem (optional)

TECHNICAL SUPPORT CONTACT INFORMATION

- Technical Support Hours
Monday through Friday: 8:30am – 4:30pm PST
- Technical Support Phone Numbers
Toll Free Phone: 1-877-452-6858
Phone: 604-227-6636
- Technical Support Email:
technical@kuzcolighting.com

RMA SUBMISSION PROCEDURES

1. Please complete all areas of the RMA form including the reason for return.
(Pictures that clearly identify the problem may be required.)
2. Return the completed RMA form via fax (**604-538-7196**) **or** email (rma@kuzcolighting.com).
3. Please be advised that custom and discontinued products cannot be returned for credit, unless they are defective.
4. A Kuzco RMA Representative will e-mail you with the required RMA paperwork.
5. Once you receive the RMA paperwork, please return the defective items to Kuzco Lighting. Please include a copy of the RMA paperwork in the box/skid with the items that are being returned. (**19054 - 28th Avenue, Surrey BC, V3S 6M3**)
6. Credit will only be issued upon the return, and inspection, of the product(s). For items that are to be field destroyed, credit will only be issued upon the confirmation of the field destruction of the items. (***Debit Memos will NOT be accepted.***)
7. Your RMA number is valid from the date of issue, and will expire after 60 days.
8. Please write your RMA number on the outside of the box (on the shipping label).
Please do not write on the product boxes themselves.

PLEASE NOTE:

- Upon submitting your RMA request you will be given a Support Ticket Number that will confirm your RMA request has been received, and is in the process of being completed. (This is **NOT** your RMA number, as it is a reference number only.)
- If you need to contact Kuzco regarding your RMA submission please reference your Support Ticket Number. Any correspondence about an existing RMA submission that does not reference a Support Ticket Number will run the risk of having the completion of your RMA request delayed.

- **Please be advised** : Any missing information, or deviation of this process, may cause a delay in the completion of your RMA.
- All RMA's returned to Kuzco Lighting must have the RMA paperwork attached to the product being returned. If an RMA arrives without paperwork, or the assigned RMA number, we will refuse the shipment and the RMA will not be processed. All shipping charges will also be charged back to the customer if the shipment is refused by Kuzco.
- When multiple RMA's are returned on a skid and accepted by Kuzco, if any of the products on the skid do not have RMA paperwork, or the RMA number attached to them, they will not be processed, and will be sent back to the customer at their expense.
- When shipping products back to Kuzco, clearly mark on the bill of lading the RMA number, so we can identify the shipment, or tape copies of the paperwork on the boxes and/or skids. **Please do not write on the product boxes themselves.**
- Original purchase order numbers are required for each item being returned so the correct amount can be credited. If an item does not match the purchase order number given, or the purchase order number is missing and/or cannot be found, we will issue a credit for the lowest amount invoiced on that item as per previous orders.
- For items that have been approved by Kuzco Lighting to be field destroyed, certification and product identification labels for each fixture to be destroyed must be returned to Kuzco Lighting when the destruction of the fixture(s) has been completed (partial labels will be accepted). Once the labels have been received (via regular Mail, Fax, or Email), a credit will be issued. (If requested, picture(s) clearly showing the defects, may be required, and can be sent to rma@kuzcolighting.com)

(Please see Kuzco Lighting's Field Destroy Procedure handout for full details.)

- An RMA will not be honored if it is not a manufactures defect, or unless approved for return by Kuzco Lighting.
- A 25% restocking fee plus shipping charges will be added to any items being returned which are not approved by Kuzco, or have been ordered in error by the customer.
- Customers may ship RMA's back to Kuzco Lighting on their own shipping accounts to avoid any shipping charges, the 25% restocking fee will still apply.

RMA REJECTION POLICY

Products will not be accepted by Kuzco Lighting if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package (Please do not write on the product boxes themselves). Kuzco reserves the right to return any RMA product received that does not comply with the information given on the original RMA request, such as:

- Invalid RMA Number
- Expired RMA Number
- Unauthorized return (no RMA Number was issued)
- RMA Number not visible and/or not on the shipping label
- RMA condition described by customer differs from the actual product condition
- Unauthorized modifications have been made to the product
- Product is out of Warranty
- Product has been damaged and/or it is not a manufactures defect
- Product is a custom order product
- Product is a discontinued product
- Product is not in its original packaging (for non-defective returns)

If you have any questions regarding Kuzco's RMA procedures, product returns policies, and/or other similar issues, please call (or email) Kuzco's RMA Department during office hours, Monday to Friday (8:30am – 4:30pm PST)

- Toll Free Phone : 1-855-855-8926
- Phone : 604-538-7162
- Fax : 604-538-7196
- Email : rma@kuzcolighting.com