

Field Warranty Procedure

LIMITED WARRANTY

Intense Lighting warrants its properly installed products to be free of defects in material and workmanship in normal use, for a period of one year from the date of our shipment. Certain products may have a longer warranty period as noted on the product's specification sheet, Intense Lighting will repair or replace, at its option, any warranted product returned to it that it determines to be defective. This limited warranty does not include installation or removal, nor does it include lamps, transformers and ballasts, which are covered by their respective manufacturers. To receive credit for defective merchandise, product must undergo quality inspection prior to the processing of credit. If the product is found defective, you will be issued a credit. Product in good working condition will not receive a credit. Please inform your accounting department not to short pay or issue any debits to our company regarding a return. Testing and evaluation can take approximately 1-2 weeks based on quantity. At that time you will be notified if credit is granted for your warranty return.

THE ABOVE EXPRESS WARRANTY STATES THE FULL AND COMPLETE OBLIGATION OF INTENSE LIGHTING. ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE TERM OF THE EXPRESS WARRANTY. UNDER NO CIRCUMSTANCES WILL INTENSE LIGHTING ACCEPT LIABILITY FOR ANY CONSEQUENTIAL SPECIAL OR INDIRECT DAMAGES WHETHER ARISING OUT OF CONTRACT, TORT, OR STRICT LIABILITY.

5-Year and 10-Year Limited Warranty applies to select LED products. Contact Intense Lighting for more information.

FIELD WARRANTY PROCEDURE FOR ADVANCE CFL AND HID BALLASTS

1. Upon notice of a ballast failure, information should be gathered specific to the part number, quantity, and failure type.
2. Go to Advance's website http://www.advancetransformer.com/return/request_javascript_ok.asp and fill out the Ballast Warranty Return / Replacement Request. A RA# will automatically be created.
3. When the replacement ballast is shipped Advance will include a pre-printed, pre-paid way-bill for the customer to return the ballast, which is essential if there is labor. When the customer gets the replacement ballast (or even when it is in transit) and they want to discuss labor, they can call Advance Warranty Service (800) 372-3331 and get approval. They would quote the RA# that gets automatically emailed to them after they complete the form.
4. The customer then invoices Advance, referencing the RA#. The invoice will be paid assuming that the ballast was returned and tested "defective".

FIELD WARRANTY PROCEDURE FOR TRANSFORMERS AND NON ADVANCE BALLASTS

1. Upon notice of a fixture failure, information should be gathered specific to the purchase order number, part number, and issue.
2. Contact Intense Lighting's Warranty Department. Give the gathered information and explain the situation. The issue will try to be troubleshot and resolved over the phone.
3. If replacement of components or sub-assembly is determined necessary, Intense Lighting's Warranty Department will advise as to the proper procedure to either repair or replace as necessary and warranty coverage available.
4. Labor is negotiated and approved in advance of any labor being completed. If an acceptable labor cost cannot be agreed upon, Intense Lighting reserves the right to higher a contractor to do the work.
5. In case Intense personal or hired contractor determine that the failure is due to customer error, Intense Lighting reserves the right to charge customer for replacement parts, labor, and travel.

FIELD WARRANTY PROCEDURE FOR TRACK FIXTURES

1. Upon notice of a fixture failure, information should be gathered specific to the purchase order number, part number, and issue.
2. Contact Intense Lighting's Warranty Department. Give the gathered information and explain the situation. The issue will try to be troubleshot and resolved over the phone.
3. The warranty for all track fixtures will be void if opened outside of Intense Lighting's factory. Defective track fixtures need to be sent back to Intense for repair or replacement. If the defective fixture is a result from improper installation or abuse, then no credit will be given and the customer will be charged for replacements or restocking.