

## GRE Alpha® Warranty & Returns Policy

GRE Alpha® Electronics Ltd. warrants GRE Alpha's products to be free of all defects in material and workmanship for 36 months from the date of shipment as noticed on the date of the shipping invoice.

This warranty is conditioned upon proper storage, installation, use and maintenance. This warranty does not apply to:

1) GRE Alpha's product which is not installed and operated in accordance with any applicable standard local electrical safety standards\* and GRE Alpha's installation Instructions and guidelines for the products.

2) GRE Alpha's product subjected to abnormal stresses and operating conditions not within the defined operating range and specifications in GRE Alpha's published literature. This includes, but is not limited to:

2.1) excessive temperatures as defined by case temperature in GRE Alpha's published product literature.

2.2) damage to the product caused by power surge or power fluctuations, fire, flood, power failures, accident and misuse.

3) Damage of any GRE Alpha products caused by external influences, including among others, defective equipment, system components and or devices.

GRE Alpha shall correct any defects, at GRE Alpha's option, by either repairing any defective part or parts, or by replacing any defective part or parts, or by making available a new replacement product. GRE Alpha reserves the right to forgo the return of the products, to a GRE Alpha facility, for evaluation, repair or replacement, under this policy, in favor of having the product scrapped in the field and credit issued at the original invoice amount, or to provide no charge replacements if GRE Alpha determines, at its sole discretion. This express limited warranty is extended by GRE Alpha, only to the original purchaser.

Warranty claims: After contacting GRE Alpha, the purchaser / user shall promptly return the product, pre-paid at the user's expense, after receiving instructions regarding if, when and where to ship product. All returns require a returned material authorization (RMA). Failure to follow this procedure shall void this warranty.



#### **LIMITATION OF LIABILITY.**

GRE Alpha will not under any circumstances whether as a result of breach of contract, breach of warranty, tort, strict liability or otherwise be liable for consequential, incidental, special or exemplary damages including but not limited to, loss of profits or revenues, loss of use of LED Driver or accessories or any other goods or associated equipment to damage to any associated equipment, cost of capital, cost of substitute products, facilities of services, down time cost, or claims of claimant's customers. This warranty does not include any costs associated with installation, re-installation, replacement or removal of GRE Alpha's product or any other related charges.

GRE Alpha's liability on any claim of any kind for any loss or damages arising out of, resulting from or concerning any aspect of this agreement or from the product or services furnished hereunder shall not exceed the price of the specific product or products which gives rise to the claim. This warranty gives the claimant specific legal rights.

#### **NO IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY BEYOND THE AFOREMENTIONED WARRANTY PERIOD.**

The foregoing warranty is exclusive of all other statutory, written or oral warranties, and no other warranties of any kind, statutory or otherwise, are given or herein expressed. This warranty sets forth GRE Alpha's responsibilities regarding the product and claimant's exclusive remedy.

*\*For North American Customers, the current edition of The National Electric Code (NEC), the Standards for Safety of Underwriters' Laboratory, Inc (UL), the Standards for the American National Standards Institute (ANSI) apply.*