

REPAIR OR REPLACEMENT POLICY:

❖ Only FINELED manufactured products may be returned through the RMA process. no defective, damaged, incorrect products, FINELED or otherwise, will be returned to the purchaser.

❖ Warranty will begin by the date of original product purchase either FINELED Pro-forma invoice, For all items under warranty, FINELED reserves the right to have the item shipped back for further testing or to ask for further proof such as images or videos.

❖ The limited warranty 3 years is for non-waterproof version and the limited warranty 2 years is for a waterproof version from the original date of purchase, overtime is not accepted.

❖ Warranty does not apply to lose or damage to the Product caused by negligence; abuse; misuse; mishandling; improper installation, storage, maintenance or operation environments such as temperature, humidity, acidity, alkalinity or soaking.

❖ Warranty will only cover FINELED products, is not responsible for compensating time, material, installation with LED One original or replacement product, original shipping or freight fees.

❖ FINELED reserves the right to close the corresponding RMA case. All defective items will be subject to repairs/refurbishment first, if possible. Only if repaired or refurbished product is defective, will LED One consider replacing the defective product with the new product? FINELED reserves the right to issue repaired, refurbished, reconditioned, or remanufactured product for any replacement products under warranty. All returned product is subject to testing that may take up fourteen.

❖ Product warranty

Product Warranty	IP20 Non-Waterproof	IP54 Silicon Glue	IP65 Silicon Tube	IP67 Silicon Filling	IP68 Extrusion
Flexible LED Strip	3 YEARS	2 YEARS	2 YEARS	2 YEARS	2 YEARS
Neon Flex	N/A	N/A	N/A	2 YEARS	N/A
Lattice	3 YEARS	N/A	N/A	N/A	N/A
Rigid Bar	3 YEARS	N/A	N/A	N/A	N/A
Smart LED Lighting	3 YEARS	N/A	N/A	N/A	N/A

Once you have fully read, understood the regulations above. Please sign and scan to us.

CUSTOMER SIGNATURE: _____

REPRESENTATIVE NAME: _____ **DATE:** _____