



**GLU**

## Warranty Policy

Green LED Union Technology Co.,Ltd warrants that all of its LED lighting products are free from defects in material and production under normal use service for a limited warranty period specified per order, upon date of purchase under the hereby stated terms and conditions:

1. Clients who buy directly from Green LED Union.
2. The warranty applies if any of the following occurs to properly installed :
  - a. Failure to function with no extreme factors.
  - b. Light flickering.
  - c. Over 35% depreciation of light output compared to initial lumens.
3. Exclusions:
  - a. Problems caused by improper operation or installation by buyer , including damages of the light source and driver caused by unstable current flow or other abnormal voltage surges on the power lines .
  - b. Products dismantled or modified without approval from Green LED Union.
  - c. Acts of God, lightning ,fire,floods,accidents to equipment,damage to products,vandalism,theft,or other causes beyond reasonable control.

To obtain service under this warranty policy, buyers must fill out the warranty service file with necessary information as required.

- a. For LED retrofit bulbs and kits, we will send new bulbs and kits to replace it in 1-3 years, and send repair part in 4-5 years, at our cost,including shipping.
- b. For LED lighting fixtures, we will send repair part in 1-5 years , at our cost, including shipping.



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