

GLYNC WARRANTY POLICY

All products sold at GLYNC TECH PVT LTD [™] have a limited warranty period. This limited Warranty is subject to the following additional conditions:

1. GLYNC TECH PVT. LTD. warrants that its devices will be free from defects in material and workmanship, and that the lumen maintenance value for the product shall not fall below 80% of the lumen maintenance for the period of 2 years from date of purchaser's purchase (i.e. the invoice date), subject to the terms and conditions herein.
2. Claimant must furnish proof of date of purchase
3. GLYNC will honor this warranty on any products that fail during normal use due to manufacturer's defect and have been installed and connected properly. If a Product fails to operate in accordance with this limited Warranty, GLYNC will, at its sole option, replace or repair the product with the same or a functionally equivalent product.
4. Company will not be liable for incidental or consequential damages arising out of or in connection with the use or performance of the goods or other indirect damages with respect to loss of property, revenues, life or limb, personal injury, and claimant's remedies shall be limited to repair or replacement of nonconforming goods.
For avoidance of doubt, "to replace the Product" does not include any removal or reinstallation costs or expenses, including without limitation labor costs or expenses, shipping costs to return non-conforming products or any damages that may occur during the return of product to GLYNC.
5. Company's sole liability with respect to any defect shall be for the replacement or repair of the defective goods.
6. The Products must have been installed and operated in accordance with the manufacturer's instructions; and products must not be subject to moisture (for non-water proof lights), over voltage, accident, neglect, abuse, misuse or acts of God.
7. Adequate records of operating history are kept and available for inspection by GLYNC.
8. A GLYNC representative will have access to the failed Products and the fixtures used to operate them.
9. The Product has been purchased directly from an authorized GLYNC distributor/dealer or GLYNC company.
10. This warranty is limited to lamps purchased for use in regions that are within the jurisdiction of INDIA.
11. Purchase receipt for the Product is available for inspection by GLYNC.

12. Buyer shall bear the costs of access for remedial warranty efforts by Glync , including (de)mounting and/or (de) installation, removal and replacement of systems, structures or other parts of Buyer's facility, decontamination, and reinstallation of (Defect) Products. Glync may charge Buyer for the reasonable costs incurred by in relation to an alleged Defect or returned Product(s) that are found not to be a Defect, including for reasonable freight, testing and handling costs.
13. The warranty is not applicable to any Product which is used in violation of any applicable standard, code or instructions for use.
14. There will not be start of a new warranty period in case of repair or replacement of the product after approved claim.
15. If GLYNC chooses to replace the Product and is not able to do so because it has been discontinued or is not available, GLYNC may refund the purchaser or replace the product with a comparable product (that can show small deviations in design and product specification
16. No agent, distributor or dealer is authorized to change, modify or extend the terms of the limited warranty on behalf of GLYNC, in any matter.

Here is a list of exceptions to our warranty policy:

1. Damage due to mishandling or abuse of the product.
2. Not using a voltage regulated power supply to connect LEDs products or controls.
3. Connecting LEDs to the wrong Output Voltage.
Example: connecting a 12VDC system to a 6VDC power supply.
4. Improper connection of power supplies, LED products or controls.
5. Connection of LED products or controls directly to any A/C power source.
6. Connecting Power Supplies backwards to an A/C power source.
Example: connection the 12VDC output of power supply to the A/C input line.
7. Using products in an extremely hot environment.
Example: using a non ventilated box in direct 120° sunlight.
8. Water damage to non-waterproof products.
9. Electrical power surges.
Note: It is recommended that if there is a possibility of power surges then you should consider a surge protector for the incoming A/C power line.

10. Damage from Lighting or Electrical Storms.

11. Acts of God.

Example: hail, flooding, tornado, fire, wind

12. Products or electronic components that have been modified by the user.

13. Products used for purposes other than intended and directed.

14. Products damaged by connection to LED systems or components not purchased from GLYNC.

15. The Warranty is only valid for products used at ambient temperature range -5°C to +45°C.

16. The Warranty period is no longer valid when a Purchaser changes the driver settings of the product

17. GLYNC cannot be held liable for Electrical supply conditions, including Electrical Supply Spikes: Over-voltage/under-voltage or over frequency /under frequency; Generator Supply Conditions: Generator Over voltage / under-voltage , or Generator over frequency /under frequency; and Ripple Current control systems that are beyond the specified limits of the products and those defined by relevant supply standards

18. This warranty shall be void in the event any repairs or alterations, not duly authorized by GLYNC in writing, are made to the product by any person. The manufacturing date of the product has to be clearly readable. GLYNC reserves the right to make the final decision on the validity of any warranty claim.

-If requested by GLYNC, the non-conforming or defective Products shall become Glync's property as soon as they have been replaced.

19. This warranty only covers Products applied within their 'intended' or 'normal use' which are:

- operating conditions are in accordance with the information on the Products and its packaging; ambient *temperature* never exceeds the operating temperature range specified in technical application guide
- relative humidity in the installation never exceeds 80% RH, or never exceeds the maximum humidity levels corresponding to the IP rating of the Product I f any;
- Switch cycles does not exceed the maximum numbers specified in the product data sheet;
- the electrical installation in which the Product operates is not subjected to voltage fluctuations exceeding +/- 10% of 230 V.

Any lawsuit relative to any claims under warranty must be filed within one (1) year of the date of the claim and it will be governed as per civil law within the jurisdiction of Delhi

Any claims that have been brought or filed not in accordance with this section are null and void. The obligations of Glync under warranty will be limited to within a reasonable time, either repair or provide a replacement product for the Defective Product, or to an appropriate credit for the purchase price thereof.