

## Warranty Policy on LED retrofit kits by Green Inova

Green Inova provides limited warranty under the hereby stated terms and conditions:

1. Warranty period: 6 years from the EXW date.
2. Covering range: all LED retrofit kits from Green Inova
3. Target group: resellers and their direct customers or customers who purchase directly from Green Inova.
4. The warranty applies if any of the following occurs:
  - a. Failure of function without external factors.
  - b. Light flickering.
  - c. Over 35% depreciation of light output compared with initial lumens.
5. Green Inova's liability under the limited warranty:
  - a. Within the warranty period, Green Inova provides free repairing service. Green Inova bears the shipping cost back and forth for repairing.
  - b. If certain items can not be repaired, and the defectiveness rate is more than 2%, Green Inova will offer new ones for replacement at no extra cost. The replacements will be shipped within 20 days after confirmation.
  - c. If certain items can not be repaired, and the defectiveness rate is less than 2%, Green Inova will offer new ones for replacement at no extra cost. The replacements will be shipped with next order of the reseller or customer.
6. Exclusions - This warranty does not cover the followings:
  - a. Problems caused by improper operation of the buyer, including damages of light source and driver caused by unstable current flow.
  - b. Goods dismantled or modified without approval by Green Inova. Goods replaced with parts that do not come from Green Inova.
  - c. Operation temperature exceeds the range of  $-40^{\circ}\text{C}$  to  $55^{\circ}\text{C}$
  - d. Repair work done by unauthorized personnel without Green Inova's approval.
  - e. Force Majeure and other fact of God.
7. Customer's liability: customers must provide clear pictures or video to verify the defectiveness.
8. Green Inova will continue to provide repair service with minimum charge on repair parts and shipping, after the warranty period.
9. Contact ways: customers may either contact the sale person, or contact the service manager listed as below:

Service manager: Jacky Huang  
Email: [service@greeninova.com](mailto:service@greeninova.com)  
Phone: 0086-13342904889

General Manager

Green Inova Technology Limited

