



SNOWBALL
LIGHTING INCORPORATED

1555 Goodyear Dr. Suite A El Paso, TX 79936

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Warranty

This limited warranty is provided by the Snowball Lighting Inc. company described below ("Seller") to you as the original purchaser of the LED lighting product that is identified on Seller's invoice reflecting its original purchase (the "Product"). The Seller is Snowball Lighting Inc. identified as such on the invoice. This limited warranty may be transferred to subsequent purchasers of the Product, provided that such Product is resold in new condition and in its original packaging. Seller warrants that the Product, when delivered in new condition and in its original packaging, will be free of defects in material and workmanship for a period of FIVE (5) YEARS from the date of original purchase. Seller shall make the determination of whether the Product is defective in its sole discretion with consideration given to the overall performance of the Product. A Product shall not be considered defective solely as a result of the failure of individual LED components to emit light if the number of inoperable components is less than 10% of the total number of LED components in the Product.

If Seller determines the Product is defective, Seller will elect, in its sole discretion, to refund you the purchase price of the Product, repair the Product or replace the Product. This limited warranty does not apply to loss or damage to the Product caused by: negligence; abuse; misuse; mishandling; improper installation, storage or maintenance; damage due to fire or acts of God; vandalism; civil disturbances; power surges; improper power supply; electrical current fluctuations; corrosive environment installations; induced vibration; harmonic oscillation or resonance associated with movement of air currents around the Product; alteration; accident; failure to follow installation, operating, maintenance or environmental instructions prescribed by Seller or applicable electrical codes; or improper service of the Product performed by someone other than Seller or its authorized service provider. This limited warranty excludes field labor and service charges related to the repair or replacement of the Product. THIS LIMITED WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT IS DESIGNED.

Seller reserves the right to utilize new, reconditioned, refurbished, repaired or remanufactured products or parts in the warranty repair or replacement process. Such products and parts will be comparable in function and performance to an original product or part, as determined by Seller in its sole discretion, and warranted for the remainder of the original warranty period.

In order to make a warranty claim, you must notify Seller and obtain from Seller a Return Goods Authorization (RGA), provide proof of purchase such as the invoice and comply with Seller's other warranty requirements. Upon processing of RGA, Seller may require you to promptly return the Product to Seller, or its authorized service provider, freight prepaid. Your warranty claim should be addressed to Snowball Lighting Inc. 1555 Goodyear Dr. Suite A, El Paso TX. 79936. RGA number must be clearly printed on outside of carton.

THE FOREGOING WARRANTY PROVISIONS ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY AGAINST INFRINGEMENT AND ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL SELLER BE LIABLE FOR INCIDENTAL, COMPENSATORY, CONSEQUENTIAL, INDIRECT, SPECIAL OR OTHER DAMAGES. SELLER'S AGGREGATE LIABILITY WITH RESPECT TO A DEFECTIVE PRODUCT SHALL IN ANY EVENT BE LIMITED TO THE MONIES PAID TO SELLER FOR THAT DEFECTIVE PRODUCT.

This warranty is effective for purchases of Product on or after the effective date set forth below. Seller reserves the right to modify this warranty from time to time. Any modification of this warranty shall be effective for all orders placed with Seller on or after the effective date of such revised warranty.



Snowball Lighting Return Policy

Snowball Lighting realizes that problems arise from time to time. Whether the rare occurrence of a fixture not operating properly occurs or whether you may not need the particular items ordered, we want to make the potential return of those items as easy as possible. Customized orders and all Architectural/Decorative light fixtures are non-returnable and refundable.

Please see the outline below listing our return policy and procedures:

30 Day Problem-Free Guarantee: If LED boards or power supplies are defective, they will be replaced at no charge with the return shipping paid by Snowball Lighting (only within the 30 Day Problem Free Guarantee program). Guarantee void if modifications/repairs are performed by anyone except Snowball Lighting.

Snowball Lighting understands that sometimes products do not fit the needs of our customers for one reason or another. Therefore, when returning products, we ask that you follow the steps outlined below:

Before You Return Products

Most product problems can be resolved with a phone call to customer service. If customer service does not resolve the problem, a product exchange may be the solution. In the event customer service cannot correct the problem, you will need to obtain a valid Return Goods Authorization (RGA) number. Call Snowball Lighting's Customer Service number (+1 915-227-7210) who will help you find a product that will better suit your needs.

1. The return time period begins on the date the product(s) were shipped from Snowball Lighting's distribution center.
2. Shipping and Handling charges are **NOT** refundable.
3. Shipping charges back to Snowball Lighting is the responsibility of the customer.
4. Have your invoice number available.
5. Call Snowball Lighting to receive your RGA number.

No Returns will be accepted without a valid RGA number!

Reason for Return

Tell us why you are returning the product. We may be able to suggest a different product that will better suit your needs. If you would like to exchange a product, any price difference will either be refunded or charged to your billing account.

Products **MUST be returned in resalable condition**

1. Your returned package **MUST** contain **ALL** original material. This includes parts, components, instruction sheets and all original material.
2. Please do not write on the original manufacturers label or packaging.
3. Include a copy of your invoice and RGA number with the returned package.
4. Returns may be rejected if the product has been damaged during shipment.
To prevent shipping damage, pack products securely in an EXTERNAL carton.

We recommend using a carrier that has a reliable tracking system (e.g. Federal Express, Airborne Express, UPS).

Restocking Fees and Rejected Returns

1. A 25% restocking fee may apply if the product(s) are returned outside of the 30-Day Problem-free Guarantee.
2. With damaged product(s), we reserve the right to refuse shipment and/or charge a restocking fee.
3. A restocking fee will apply to all product(s) returned due to the customer's refusal to pay duties or taxes or the board is returned for reasons other than defects.
4. No returns will be accepted for credit or upgrade after the initial thirty-day period has expired.