



# Southwire™

## LIMITED WARRANTY AND LIMITATION OF LIABILITY ON SOUTHWIRE LIGHTING

### What Does This Warranty Cover?

This limited warranty is provided only to the original purchaser of lighting fixtures sold under the Southwire® brand name and should be retained for your records. By using this lighting fixture, you as the original purchaser are asked to carefully read and agree to the following terms and conditions of this Limited Product Warranty (“Limited Warranty”) before you use the product. Your use of this product constitutes agreement with all provisions of this warranty. Purchasing this lighting fixture from a third-party vendor negates all warranties (expressed or implied) in this warranty. Southwire Company, LLC warrants to the original purchaser that the lighting fixture will be free from manufacturer defects in material, assembly, and workmanship under normal use for a period of three years from the date of original purchase subject to the terms and conditions of this Limited Warranty.

If any defects due to manufacturing should arise during the first year of purchase and all terms and conditions of the Limited Warranty have the product to the original purchaser without charge. If the product cannot be repaired within a reasonable time or a reasonable price, Southwire Company, LLC may elect to refund the purchase price instead. No warranty work will be provided without the purchaser’s receipt or other proof of the date of original purchase acceptable to Southwire Company, LLC. This shall be Southwire Company, LLC’s maximum and total liability.

All return shipping charges shall be paid by the purchaser. The purchaser may have other rights which vary from state to state or province to province. The warranty does not apply to the following terms/conditions:

- War, theft, vandalism, or an act of God such as fire, floods, rain, wind, or earthquake
- Damage to the lighting fixture caused by accident, misuse, or abuse in handling
- Damages exceeding the total cost of the lighting fixture
- Sealed lamps and/or bulbs, LEDs, and batteries
- The finish on any portion of the lighting fixture (i.e. surface scratches, weathering, corrosion, as this is considered normal wear and tear)
- Transit damage, initial installation costs, removal costs, or reinstallation costs
- Alteration, opening, tampering or modification of the lighting fixture
- Improper maintenance, installation and/or operation of the lighting fixture in other than a normal operating condition or in such a way as to otherwise fail to comply with the instructions or manuals thereof or otherwise constitute misus
- Preventing or refusing to allow Southwire Company, LLC to promptly inspect the damaged or defective lighting fixture Southwire Company, LLC does not incur liability for any of the following in any event:
  - Personal injury
  - Direct, indirect, special, incidental, multiple or consequential damages

To begin the claims processing procedure, please contact Customer Service  
1-855-SWTOOLS — [www.southwiretools.com](http://www.southwiretools.com)  
Department at 855-SWTOOLS (855-798-6657).



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### **Claims Procedure**

1. Contact Consumer Services to return the lighting fixture. Before calling, please be prepared to provide the following information:
  - a) The part/model # of the lighting fixture
  - b) Date and retailer where you purchased the lighting fixture
2. Once the Consumer Services representative advises that you may return the product, you will need to ensure the following steps are adhered to:
  - a) Each claim must be filed within 15 days of the date of the occurrence.
  - b) A copy of the original sale receipts for the lighting fixture must accompany the return.
  - c) Provide the exact date and approximate time of the claimed failure along with a brief written description of how the damage occurred and reasonably describe any damage.
  - d) Send the lighting fixture to the address below, freight prepaid. Original purchaser assumes all shipping costs and assumes the risk of loss or damage occurring during shipping or handling of the lighting fixture.

#### **RETURN PRODUCT TO:**

Southwire Company, LLC,  
Attention: Tool Warranty Return  
840 Old Bremen Road  
Carrollton, GA 30117

3. The returned lighting fixture will be tested by Southwire Company, LLC and the results of this test, together with the technical assessment(s) will be reviewed to determine whether the lighting fixture failed to perform properly. You have the right to obtain copies of all reports at your expense.

THE LIMITED WARRANTY IS THE ONLY WARRANTY OF SOUTHWIRE COMPANY, LLC THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, EXCEPT AS PROVIDED BY LAW, INCLUDING THE IMPLIED WARRANTY OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND SUCH IMPLIED WARRANTIES, IF ANY, ARE LIMITED IN DURATION TO THE TERM OF THE LIMITED WARRANTY.