

Arcadia Lighting Product Warranties

The following warranties apply to Arcadia Lighting, LLC ("ARCADIA") products that meet all of the following conditions: (a) the product was purchased by an authorized ARCADIA reseller or by the end-user from an authorized ARCADIA reseller who purchased the product directly from ARCADIA and from no other source; (b) the entire installation was performed by a licensed electrician or under the supervision of a licensed electrician and the product was in its original, unopened and new condition at the time of installation. *By way of example only and not in limitation, products purchased from anyone other than ARCADIA or its authorized resellers, including third party resellers on-line through Amazon, EBay or any other service, are not covered by any ARCADIA warranty.*

ARCADIA LIGHTING DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES WITH RESPECT TO ALL OTHER PRODUCTS, INCLUDING WITHOUT LIMITATION PRODUCTS THAT HAVE BEEN PURCHASED FROM ANY PERSON OR ENTITY OTHER THAN AN AUTHORIZED ARCADIA DISTRIBUTOR, OR INSTALLED BY ANY PERSON OR ENTITY OTHER THAN A LICENSED ELECTRICIAN OR UNDER THE SUPERVISION OF A LICENSED ELECTRICIAN, AND ALL PRODUCTS THAT ARE USED OR ARE OTHERWISE NOT IN THEIR ORIGINAL ARCADIA LIGHTING PACKAGING AT THE TIME OF INSTALLATION.

General Product Warranty. Each ARCADIA product will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery to the end-user. Powder Coat paint finish on products other than natural aluminum or brass will not exhibit cracking, peeling, excessive fading or corrosion during the warranty period.

Five (5) Year No-compromise LED Product Warranty. Each ARCADIA LED product other than the specific LED products expressly identified below which are covered by the warranty associated with those products, including the LED electronics and components of its properly installed LED product will be free from defects in materials and workmanship for a period of five (5) years from the date of delivery to the end-user. Exceptions apply as defined in product specification sheets. Defects in material or workmanship do not include improper installation or operation, alterations, power surges or overheating due to external conditions.

The 5 Year No Compromise LED Product Warranty includes the following performance criteria:

- LED Light Output will be maintained above 70% of initial output
- LED color temperature will not shift more than 200K in CCT
- LED driver will operate within ARCADIA specifications
- Fixture finish will not exhibit cracking, peeling, excessive fading or corrosion (excluding natural aluminum or brass products)

This is limited to the repair and replacement of parts or the product and potential in ARCADIA's discretion for necessary costs of services required to repair properly installed ARCADIA LED products. If the ARCADIA LED product fails the above warranty, ARCADIA will provide at least one of the following remedies subject to all limitations stated herein with no other obligations:

1. Provide a replacement ARCADIA LED product; or
2. Potentially contribute to the cost of a technician for the repair or replacement of a defective ARCADIA LED product subject to ARCADIA's sole discretion; or
3. Potentially reimburse the purchaser the reasonable, customary, and necessary costs for replacing the product with an alternative product in ARCADIA's sole discretion;

An ARCADIA LED product can be returned to the original place of purchase for immediate replacement; or ARCADIA can directly ship the replacement product



Warranty Claims can be made contacting ARCADIA Customer Service at 1-800-830-6558 Monday - Friday 8:00 am to 8:00 pm Eastern time or emailing support@arcadialights.com. ARCADIA may request the product be returned or discarded, depending on criteria determined by ARCADIA at the time of the claim.

Five (5) Year Limited LED Product Warranty. Each ARCADIA LED product in the Product Lines identified below, including the LED electronics and components of its property installed LED product will be free from defects in materials and workmanship for a period of five (5) years from the date of original sale. The product shall be considered defective only if 10% or more of the LED components fail for such product.

Exceptions apply as stated on product specification sheets. Defects in material or workmanship do not include improper installation or operation, alterations, power surges or overheating due to external conditions.

This Limited ARCADIA LED Warranty covers the following performance criteria (and no other criteria):

- LED driver will operate within ARCADIA specifications
- 90% or more of the LED components will be free of defects
- Fixture finish will not exhibit, peeling or corrosion (excluding natural aluminum or brass products)

ARCADIA will replace these products with the same model or issue a credit for the purchase price of the product that fails to meet this Limited Warranty and not provide any other remedies. An ARCADIA LED product can be returned to the original place of purchase for immediate replacement; or ARCADIA can directly ship the replacement product.

Warranty Claims can be made contacting ARCADIA Customer Service at 1-800-830-6558 Monday - Friday 8:00 am to 8:00 pm Eastern time or emailing support@arcadialights.com. ARCADIA may request the product be returned or discarded, depending on criteria determined by ARCADIA at the time of the claim.

Exceptions and Other Limitations. None of the warranties stated herein shall apply and ARCADIA makes no representations or warranties with respect to:

- a. problems caused by acts of god including without limitation lightning strikes;
- b. problems caused by any improper action or failure to act by any person or entity other than ARCADIA, including without limitation problems caused by improper installation by the buyer, an authorized ARCADIA distributor, or any other person or entity;
- c. any housing or arm that are pierced for any reason, including without limitation, piercing caused by installation of sensors, photocells or any other purpose. The installation must be sealed properly to maintain water tight operation; any piercing will void the ARCADIA warranty;
- d. using or installing a sensor product in any manner other than as disclosed in the ARCADIA Owner's Manual; and
- e. use of ARCADIA sensors with Instant Start ballasts; use with Instant Start ballasts will void the ARCADIA warranty.
- f. To the extent that ARCADIA's warranty covers costs for labor, equipment, and services under the No Compromise Warranty, such costs must be approved by ARCADIA prior to incurring such costs. Failure to secure such approval will result in voiding that portion of the warranty and ARCADIA reserves the right to reject payment for such costs.



Remedy. ARCADIA's obligations for breach of warranty shall be limited to what is stated in the relevant warranties above and provided that buyer gives ARCADIA written notice and returns the defective product to ARCADIA in accordance with ARCADIA's return material authorization (RMA) policies, and ARCADIA confirms the defect. Except as otherwise stated herein and approved by ARCADIA's in advance of any costs, Buyer is responsible for all costs to de-install defective products and re-install replacement or repaired products and ARCADIA shall not be liable for labor or other costs related to de-installation or re-installation.

DISCLAIMER. THE FOREGOING WARRANTIES ARE IN LIEU OF, AND ARCADIA EXPRESSLY DISCLAIMS, ALL OTHER REPRESENTATIONS, GUARANTEES AND WARRANTIES, EXPRESS OR IMPLIED IN FACT OR BY LAW, INCLUDING WITHOUT LIMITATION ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE. THE FOREGOING WARRANTIES STATE ARCADIA'S ENTIRE AND EXCLUSIVE LIABILITY, AND BUYER'S SOLE AND EXCLUSIVE REMEDY, IN CONNECTION WITH THE PRODUCTS AND ALL PARTS, THEIR DESIGN, SUITABILITY FOR USE, INSTALLATION AND OPERATION.

LIMITATION OF LIABILITY. ARCADIA shall not be liable under any theory of relief, including without limitation breach of warranty, breach of contract, tort (including negligence), strict liability, or otherwise, arising out of or related to any breach of warranty, any ARCADIA products and the use thereof, or any other acts or omissions of ARCADIA for: (i) any indirect, incidental, special or consequential damages, whatsoever (including without limitation, loss of anticipated value of a business or its reputation) or (ii) any damage or loss in excess of the price actually paid by buyer to the authorized ARCADIA distributor for the products that caused the damages. Any action by buyer must be commenced within one year after the cause of action has accrued.

Miscellaneous. These product warranty terms shall be governed by the laws of the State of Ohio. Buyer consents to the personal jurisdiction and venue of the courts of the State of Ohio. Any legal or equitable claim of any nature arising hereunder shall be filed and maintained in the state or federal courts in the State of Ohio and buyer agrees that such courts are a convenient forum for adjudication. In the event that suit is necessary to recover amounts owed ARCADIA, buyer shall be liable for reasonable attorney's fees, interest and costs of collection. No agreement or understanding varying the terms and conditions hereof shall be binding upon ARCADIA or buyer unless in writing and signed by duly authorized representatives of both parties. These product warranty terms shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.