

Raycore Lights Standard Warranty Terms & Conditions

Your acceptance of products purchased from Raycore constitutes acceptance of Raycore's standard warranty terms and conditions, which are described below.

Warranty Terms

IndustraLight, LLC (DBA Raycore Lights) ("Raycore") warrants that for a period of two (2) years following delivery, the Raycore products you have purchased (the "Raycore Products") will (a) perform in accordance with published specifications, and (b) will be free from defects in materials or workmanship. In the event a Raycore Product does not meet this warranty, subject to the conditions set forth in these terms and conditions, Raycore's sole obligation will be, at its election, to replace (new or refurbished) the Raycore Product in question with a new or like-new refurbished Product, or to refund the purchase price.

RAYCORE MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. IN NO EVENT WILL RAYCORE BE LIABLE FOR PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, OR FOR AN AMOUNT IN EXCESS OF THE PURCHASE PRICE OF THE DEFECTIVE RAYCORE PRODUCT OR PRODUCTS.

This warranty will not apply to any Raycore Products that have been (a) damaged by lightning or power surges, (b) altered, abused, or used for a purpose other than the purpose for they were provided, (c) attempted to be repaired by you or any other party without Raycore's prior written authorization.

In the event that Raycore repairs or replaces a defective Raycore Product under warranty, the repaired or replaced product will be covered through the end of the original warranty period, but no repair or replacement will extend the warranty term past the two (2) year anniversary of the delivery date of the original Raycore Product.

This warranty contains the entire agreement of you and Raycore with respect to any warranty matters, and supersedes any and all other written or oral statements, representations or agreements relating to the subject matter of this warranty, except that (if applicable) the terms and conditions of any other warranty or service agreement between you and Raycore that explicitly supplements or incorporates, and does not replace or modify, the terms and conditions of this warranty will also apply to the Raycore Products you have purchased. To the extent any other warranty or service



agreement between you and Raycore expressly replaces or modifies the terms and conditions of this warranty, such replaced or modified terms shall not apply unless accepted by you (or your distributor, if applicable) and Raycore in a signed writing (e.g., the Extended Warranty Services Agreement). You should note that if you are interested in obtaining either an extended warranty or an extended warranty with overnight replacement service, you must notify Raycore of the same and execute an agreement specified by Raycore within 60 days of your purchase of the Raycore Products for which you are seeking coverage. If you purchased the Raycore Products from a party other than Raycore, Raycore reserves the right to require proof of purchase to verify the timeliness of your request.

Any and all disputes arising out of or relating to the purchase or use of Raycore Products, including any warranty claims, will be governed by the laws of the State of Utah without regards to conflicts of laws principles. Any action arising out of or relating to the Raycore Products must be brought only the Federal and state courts located in the State of Utah, and by accepting the Raycore Products, you hereby consent to the personal jurisdiction of such courts and agree not to raise any argument of lack of personal jurisdiction or inconvenient forum or otherwise attempt to transfer such action from, or dispute the jurisdiction of, such courts. YOU HEREBY WAIVE THE RIGHT TO A JURY TRIAL.

Warranty Claim Procedure

To initiate a warranty claim, contact Raycore by dialing +1-800-873-9178, or by sending an email to Warranty@RaycoreLights.com. To process the warranty request, Raycore requires the product serial number(s), description of the defect(s), and proof of purchase. Upon warranty-claim approval, Raycore will provide you with a pre-paid shipping label to print, and a return-authorization form to print and include in the return package.

Upon receipt of your product return, Raycore will immediately ship a new or like-new replacement product to you. Raycore will pay ground-shipping charges for all products replaced or returned to you.

Raycore does not offer on-site service to repair any defective Raycore Products or to resolve any problems relating to the installation of repaired or replacement products. Raycore will, however, provide technical support and troubleshooting. The Raycore technical support number is 1-800-873-9178.

Out-of-Warranty Repair Procedures

To initiate a repair request for an out-of-warranty product, contact Raycore by dialing +1-800-873-9178, or by sending an email to Repairs@RaycoreLights.com. To process the repair request, Raycore requires the product serial number(s), description of the defect(s), and proof of purchase. Upon approval, Raycore will provide you with a return-authorization form to print and include in the return package. Raycore is not responsible for any shipping charges.



Out-of-warranty repairs will be charged according to the Schedule of Fees, which may be obtained by emailing Repairs@RaycoreLights.com.

Extended Warranty Service Plans are available for selected products. Please call our sales department at +1-800-873-9178 for details on rates and coverage.

Questions regarding technical matters, product configuration, verification that the product is defective, etc., should be directed to our Technical Support department at +1-800-873- 9178. Technical support is available Monday-Friday, 8:00 a.m. to 5:00 p.m. Mountain Time.

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