



SNOWBALL

LIGHTING INCORPORATED

1555 Goodyear Dr. Suite A El Paso, TX 79936

P: (915) 227-7210 • www.snowball-inc.com

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; overheating; 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; material including PS, PMMA, Silicon, Polycarbonate, Acrylic, prismatic diffuser / lenses, metal finishes with some discolor, change color, fading or chalking may occur and is considered normal, some corrosion and /or deterioration is considered "normal wear".

This limited warranty excludes field labor, freight cost 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.

Customized orders and all Glacier Architectural/Decorative light fixtures, Poles/installation parts are non-returnable and non-refundable.

Items Damaged During Transit / Missing Components

CLAIM OF FREIGHT DAMAGE PRODUCTS MUST BE NOTED WITH THE DRIVER AT THE TIME OF DELIVERY WITH SIGNATURE. DETAILED INSPECTION OF THE DELIVERY IS THE RESPONSIBILITY OF THE CUSTOMER. CUSTOMERS WHO SIGN FOR A DELIVERY AND DO NOT NOTATE "DAMAGE," ASSUME FULL RESPONSIBILITY FOR THE DAMAGE. IF THE PRODUCTS APPEAR SIGNIFICANTLY DAMAGED, YOU MUST REFUSE DELIVERY.

PLEASE PROVIDE DOCUMENTS SUCH AS PHOTOS AND POD TO PROCESS CLAIM. ALL CLAIMS OF DAMAGE OR MISSING PRODUCT MUST BE MADE WITHIN 48 HOURS NO EXCEPTION.