



## Limited Five Year Warranty

RJCross Architectural Products Ltd ("We," "us" or "Seller") warrant Diffusion LED products and accessory(s) ("Diffusion Lighting") to be free from defects in materials and workmanship, and to operate from the date of installation (or date of manufacture if installation date is not known, available, or verifiable) for a period of five (5) years.

**What We Will Do (Remedy):** Diffusion Lighting, at its sole discretion, will repair or replace, free of charge, during the applicable warranty period, any product or component part that proves defective in material and/or workmanship under normal installation, use, and service. If repair or replacement is not practical, Diffusion Lighting may elect to refund the purchase price in exchange for the return of the product. Replacement parts are subject to availability and may differ from those originally supplied. These are your exclusive remedies.

### Additional Warranty Coverage:

- **Color Consistency:** We warrant Diffusion Lighting products against noticeable color shifts or color variances that render the product unusable for its intended purpose.
- **Warranty Transfer:** This warranty is transferable to subsequent homeowners within the five (5) year period from the original date of manufacture. Proof of purchase is not required, as all Diffusion Lighting products are batch-controlled for manufacturing date verification.

### Limitations and Exclusions:

- **General Exclusions:** This warranty does not cover damage resulting from reasonable wear and tear, voltage outside of the North American Standard Voltage Range 108 to 132 VAC (60HZ), acts of God, misuse (including use of the product for an unintended application), abuse, improper packaging of product returned to Diffusion Lighting, neglect, and improper or incorrect installation, maintenance, or repair, including failure to follow Diffusion Lighting installation instructions, wiring diagrams, product guidelines, or applicable care and cleaning instructions.
- **Environmental Conditions:** This warranty does not cover damage or failure resulting from operating the product outside of its rated temperature range, IP rating, or specified environmental conditions, including excessive heat, moisture, or installation in an unsuitable enclosure.
- **Third-Party Components:** Using third-party components (such as drivers) not explicitly approved in writing by the manufacturer may void the warranty.
- **Color Changes with Unapproved Drivers:** We are not responsible for color shift or color variance when using third-party drivers, except those with prior written approval from the manufacturer.
- **Labor Costs:** This warranty does not cover labor costs for the removal or reinstallation of Diffusion Lighting products. However, we may, at our sole discretion, provide support to assist with a valid warranty claim. Contact us for further information.

**How to Make a Warranty Claim:** A warranty claim may be made by returning the product to the distributor or retailer from whom you purchased the product, or by contacting Diffusion Lighting directly. Proof of purchase (original sales receipt) is helpful but not required; if unavailable, the product's manufacturing batch codes will be used to verify the warranty period. Please include a written description of the defect and, if possible, documentation of the date the product was received by the original purchaser or their authorized representative (installation contractor, etc.).

If the distributor or retailer is not available, or if you have questions about this warranty, please contact us by mail or online as follows (please include your model number, date of purchase, and documentation of the date of receipt of the product):

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**Limitation on Duration of Implied Warranties:** *Note: Some states/provinces (including Quebec) do not allow limitations on how long an implied warranty lasts, so the below limitation may not apply to you.*

TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

**Limitation of Special, Incidental or Consequential Damages:** *Note: Some states/provinces (including Quebec) do not allow the exclusion or limitation of special, incidental or consequential damages, so the below limitations and exclusions may not apply to you.*

DIFFUSION LIGHTING SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LABOR CHARGES TO REPAIR, REPLACE, INSTALL OR REMOVE THIS PRODUCT), WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE.