



"CRS Electronics - Delivering the promise of Solid State Lighting"

CRS ELECTRONICS LIMITED WARRANTY & PRODUCT RETURN PROCESS WARRANTY

MR16 LED REPLACEMENT LAMP LIMITED WARRANTY COVERAGE - This warranty is extended to purchasers of CRS LED Lighting products for interior installations in industrial, commercial and business locations only and covers the following product models

CMR16H30SP
CMR16H30NF
CMR16H30FL

WARRANTY COVERAGE PERIODS are as follows:

Five (5) years from the date of purchase as shown on the CRS Electronics ["CRS"] invoice

This Warranty is limited to coverage for Product Failure due to manufacturers' defects. Product Failure is defined as:

- 1) Lumen depreciation or color shift beyond those set forth in the Energy Star standard for solid state lighting, or
- 2) A complete lack of light output.

PRODUCT WARRANTY

CRS Electronics ["CRS"] warrants that CRS branded products purchased by you as buyer ["Buyer"] will conform to and perform in accordance with CRS published design specifications for such products in effect on the date of shipment (within the deviations specified therein) for the applicable Warranty Coverage Periods cited above ["Limited Warranty Period"]. CRS' liability and Buyer's sole remedy under this warranty is limited to the repair or replacement of items determined by CRS to be defective resulting in a Product Failure or, at CRS' sole option, a refund of the purchase price paid CRS for such items. CRS shall have no liability under this warranty unless CRS is notified in writing promptly upon Buyer's discovery of the defect resulting in a Product Failure and the defective items are returned to CRS received by CRS in accordance with the Product Return Policy & Process detailed below.

Replacement parts and products will be new or serviceably used, comparable in function and performance to the original product and warranted for the remainder of the original Limited Warranty Period.



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This warranty extends only to the original purchaser and is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the product from Buyer. This warranty shall not apply to any defect, Product Failure or other failure to perform resulting from mis-application, improper installation, improper operation, failure to follow the product instructions or user manual, failure to perform preventive maintenance, damages caused by usage that is not in accordance with product instructions or user manuals, damages caused by the combination of CRS branded products with other non-CRS branded products, accessories, parts or components, normal wear and tear, damage caused as a result of improper transportation or packing/packaging when returning the product to CRS, abuse or contamination, whether internal or external, and CRS shall have no liability of any kind for failure of any equipment or other items in which the products are incorporated. This warranty does not cover misuse or minor imperfections in products that meet design specifications or imperfections that do not materially alter or affect functionality. CRS warrants to Buyer that repair services or other services provided hereunder will be performed in a reasonable, workmanlike manner. CRS will have no liability under this limited services warranty unless CRS is given written notice of the claimed services breach and a description thereof within ninety (90) days after the service is rendered. CRS' entire liability and Buyer's sole remedy under this warranty for a services breach shall be limited to the provision of such remedial or replacement services as CRS reasonably determines necessary to correct the breach.

This warranty shall not apply to products manufactured by CRS to Buyer's designs or specifications, and no warranty is given as to such products.

No warranty or agreement varying or extending the foregoing warranty and limitation of remedy provisions is authorized by CRS and may not be relied upon unless in writing and signed by the President or a Vice President of CRS.

No representation or affirmation of CRS, whether by words or action, shall be construed as a warranty. If any model or sample was shown to Buyer, such model or sample was used merely to illustrate the general type and quality of the products and not to represent that the products would necessarily conform to the model or sample.

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 IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CRS SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. CRS' MAXIMUM LIABILITY TO THE BUYER IS LIMITED TO THE PURCHASE PRICE BUYER PAID FOR PRODUCTS OR SERVICES PLUS INTEREST ALLOWED BY LAW. CRS IS NOT LIABLE TO BUYER IF CRS IS UNABLE TO PERFORM DUE TO EVENTS IT IS NOT ABLE TO CONTROL, SUCH AS ACTS OF GOD, PROPERTY DAMAGE, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWSOEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE.



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This Warranty shall be governed by the laws of the Province of Ontario without regard to conflicts of laws rules.

CRS ELECTRONICS, INC.
129 HAGAR ST, UNIT 5
WELLAND, ONTARIO L3B 5V9
CANADA

PRODUCT RETURN POLICY & PROCESS

Product Return Policy

- 1) Claims for products to be returned must be made within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with CRS's standard payment terms. Once a final decision is made, a credit will be issued if the warranty claim is allowed
- 2) Do not return any items that have not received an Return Materials Authorization (RMA) number from CRS
- 3) Your RMA number is valid for sixty (60) days from the date of authorization
- 4) CRS reserved the right to repair or replace the defective product
- 5) Damaged items not as a result of a manufacturing defect will not be repaired and are not covered by this warranty. You will need to purchase a replacement.

Product Return Process

- 1) Ensure item or items qualify under the CRS Warranty
- 2) Call the CRS RMA Department for a RMA processing number on or before the expiry date of the applicable warranty period at: Toll Free (USA & Canada): 888-330-6786 ext 229 or Tel: 905-788-9039 ext 229
- 3) Packaging instructions, shipping method and paperwork will be sent to you VIA e-mail or fax. You are responsible for freight charges on returned items.
- 4) Follow all instructions to reduce delays in processing.