



Effective since 2017-1-1

Sheenly Lighting Products Warranty Letter

Sheenly warrants its products to the purchaser against manufacturing defects in material or workmanship for a period of 3 years unless specified. The warranty for CE approved LED panels and highbays is 5 years, and the warranty for all ETL approved products is 5 years.

“Warranty Period” will begin at the date of original Product purchase from either Sheenly, or an authorized Sheenly Distributor/Dealer. Sheenly will repair or replace product covered under this warranty with components of Sheenly’s election or discretion. Advances in technology may lead to “better or advanced” products being selected for replacement.

This Warranty is further conditioned on the purchaser contacting Sheenly during the warranty period between normal business hours to review issue and initiate the Return Material Authorization (RMA) process. This must be done prior to the return of any defective product. Only Sheenly manufactured products may be returned through the Sheenly RMA process. No defective products, Sheenly or otherwise, will be returned to purchaser. The Sheenly RMA form must be legible and completed in detail prior to approval for return. The Sheenly Warranty is further conditioned and will only apply to Sheenly products that are properly installed. This includes wiring and connection to proper approved components and product working environments. This Warranty is void and does not apply to products that fail as a result of neglect, mistake, misuse, alteration, or that is improperly installed and implemented. This includes but is not limited to: improper wiring, installation under improper and non-approved operating environments such as temperature, humidity or voltage conditions; improper installation using components that are not approved or are not Sheenly manufactured products.

Installation and usage of Sheenly products should only be completed in association and complete knowledge of all necessary and related codes, standards and instructions of installation. It is the responsibility of the purchaser to obtain all necessary approvals and to understand the product’s intended use and all relevant instructions, recommendations, and guidelines for the proper installation and use of any Sheenly product and related “manufactured products,” used in conjunction with. The accuracy and completeness of any of any statements, technical information and recommendations in any form of product literature or instructions are not guaranteed, are not part of this Warranty, and does not in any way constitute a warranty. The purchaser for suitability of installation and full implementation must determine potential applications and installations independently.

Warranty Compensation will be based on “usage factors and time in use” and “Technology Value,” and will be pro-rated based on this and information collected via the RMA process.

What is not covered under this Limited Warranty is defects of any kind caused or created by improper installation of any kind; damaged caused during shipping to purchaser or beyond; “acts of Nature.” Sheenly will not cover additional labor costs or Warranty such labor associated with replacement product. This Warranty document represents the only express or implied Warranty – no other Warranties exist.

Jeff Bi

General Manager

Shanghai Sheenly Lighting Co., Ltd.