

HessAmerica

LIMITED WARRANTY POLICY

HessAmerica warrants its products against defects in materials and workmanship for proper usage for a period of three (3) years after ship date, when properly installed, and appropriately specified. The customer shall notify HessAmerica within ten (10) working days of observing any defects, other than normal wear and tear, by phone at 864-487-3534 or fax at 864-487-3175 or by mail. Upon preliminary determination of warranty validity, and actual defects, a Return Goods Authorization number will be issued. If so advised by our warranty department, the customer shall, at their expense, return the product to the factory where a final determination on validity of the warranty claim shall be made. HessAmerica reserves the right to repair or replace the product as it deems appropriate for each individual situation or product. The repaired or replaced product will be returned to the customer in a timely fashion, freight collect or prepaid by the customer. The warranty in the replaced or repaired product shall continue for a period of three (3) years from the original ship date. Failures to properly install, maintain, use or pay for the products in full or properly notify the factory shall render this warranty null and void. This warranty applies only to product manufactured by HessAmerica and does not apply to products manufactured by other manufacturers used in conjunction with our products. HessAmerica shall not be responsible for any liabilities incidental to the warranted product including, but not limited to, freight charges to deliver the product to or from the factory, penalty or late charges, labor to remove or install warranted products. Installation of lamppost without a fixture, the unauthorized attachment of decorations, banners, flags, etc. or supplying incorrect wind loading or application information shall void the post warranty.

Ballast are covered by the ballast manufacturer's warranty (at least two (2) years). Lamps that are included in the HessAmerica lighting fixtures are covered by the lamp manufacturer's warranty.

The paint finish is warranted in accordance with the above policy for a period of three (3) years.