

LED Vision Product Warranty Policy

At LED Vision, we prioritize the dependability and performance of our products. Our warranty policy is designed to instill confidence in our customers' purchase while keeping things straightforward.

Warranty Coverage

LED Vision assures that our products are free from defects in material and workmanship for a period of **two (2) years** from the date of purchase. This warranty is applicable only to the original purchaser and is non-transferable.

What the Warranty Covers

During the warranty period, if any LED Vision product experiences operational issues due to defects in materials or workmanship, we will, at our discretion, either repair or replace the defective product with an identical or functionally equivalent one at no cost to the purchaser.

Warranty Limitations

This warranty excludes coverage for:

- Products that have been altered, modified, or repaired by unauthorized individuals or entities.
- Damage resulting from improper installation, misuse, accidents, or natural disasters.
- Normal wear and tear, including the gradual reduction in luminous flux over time.
- Products used in ways beyond their intended or reasonable use, disregarding applicable instructions or operating guidelines.
- Consumable parts like batteries or protective coatings, unless their failure is due to a defect in materials or workmanship.

Warranty Claims

To initiate a warranty claim, follow these steps:

1. Reach out to LED Vision customer service within the warranty period, providing a detailed description of the issue, proof of purchase, and the defective product's serial number.
2. After validating the claim, LED Vision will issue a Goods Return Notes (GRN) number.
3. Return the defective product to LED Vision, including the GRN number and any requested supporting documentation. The purchaser is responsible for shipping costs.
4. LED Vision will inspect the returned product to confirm the defect and determine whether it will be repaired or replaced.

Limitation of Liability

LED Vision's liability under this warranty is limited to the repair or replacement of the defective product. LED Vision shall not be liable for any incidental, consequential, indirect, or special damages, including lost profits or revenues, loss of use, or any other losses caused by the defective product.

No Other Warranties

This warranty is the only one provided by LED Vision, superseding all other warranties, whether express or implied, including implied warranties of merchantability or fitness for a particular purpose.

Customer Responsibility

Please note that the warranty does not cover labor charges for dismantling or reinstallation. Customers are responsible for taking down and reinstalling the product.

For further assistance or to initiate a warranty claim, please contact us at:

Telephone: +606-317 3668

Email: sales@ledvision.com.my

LED Vision Sdn. Bhd

No 109, Jalan PM 1, Taman Perindustrian Merdeka,
Batu Berendam, 75350 Melaka, Malaysia.

We appreciate your choice of LED Vision and look forward to providing you with our high-quality, energy-efficient, smart solutions.

