



JW LED Inc. Warranty Policy

All information contained herein is proprietary to JW LED Inc. and may not be modified without express written approval. JW LED Inc. reserves the right to correct printing errors and update information without prior notice.

Product Warranty Terms

JW LED Inc. provides comprehensive warranty coverage on all LED products, effective from the date of shipment. Our warranty terms are structured to reflect the premium quality and advanced engineering of our product lines:

5-Year Warranty Coverage

Our flagship product series including BA, LZ, SP, WL, FL, IN, and RL series are backed by our comprehensive 5-year warranty, demonstrating our confidence in their superior performance and durability.

3-Year Warranty Coverage

Our growlight and bulb replacement series including GR, CB, and GL series are covered by our reliable 3-year warranty, ensuring consistent performance throughout their operational lifecycle.

All warranty coverage applies exclusively to genuine JW LED products that have undergone rigorous quality testing prior to packaging.

Warranty Validity Requirements

To maintain warranty validity, products must meet the following conditions:

- **Professional Installation:** Products must be installed by a licensed electrical contractor.
- **Approved Environment:** Installation must occur in manufacturer-approved environments.
- **Operating Parameters:** Products must operate within specified temperature ranges, environmental conditions, and rated voltage specifications.
- **Power Protection:** Damage resulting from power surges, electrical fluctuations, or improper electrical supply will void warranty coverage.

Warranty Benefits

When a properly installed and operated product fails within the applicable warranty period, JW LED Inc. will provide replacement components or complete fixture replacement at no charge to the customer. Please note that labor costs for installation and removal are excluded from warranty coverage. *JW LED Inc. maintains sole discretion in determining warranty coverage eligibility and replacement requirements.*

Warranty Claim Process

Initial Contact

Contact JW LED Inc. customer service via phone or email, providing detailed information regarding the specific issues or defects encountered.

Documentation Requirements

All warranty claims require submission of the original purchase invoice to verify product authenticity and warranty eligibility.

Assessment Process

Depending on the nature of the claim, JW LED Inc. may request:

- High-resolution photographs of the defective product
- Return of the defective unit to our designated facility (shipping costs borne by customer)

Resolution

Upon validation of the warranty claim, JW LED Inc. will provide necessary replacement components or complete fixture replacement at no charge. The company reserves the right to determine whether partial component replacement or complete fixture replacement is most appropriate.

Return Policy

JW LED Inc. accepts product returns under the following strict conditions:

Documentation Requirements

All returns require submission of the original purchase invoice to verify product authenticity and return eligibility.

Eligibility Requirements

- Product must remain in original, unopened packaging
- Product must be completely unused and uninstalled
- Return request must be initiated within the specified return window

Return Process

Contact our customer service department to initiate the return process and receive detailed return instructions.

Associated Fees

A restocking fee may apply to cover administrative and processing costs. Please contact customer service for current fee schedules and specific return requirements.

Customer Service Contact

For warranty claims, returns, or general inquiries, please contact the JW LED Inc. customer service department through our established communication channels.

This warranty policy supersedes all previous versions and is subject to change without notice.