

WARRANTY

One Year Limited Warranty – Low Voltage and Line Voltage Systems

Five Year Limited Warranty – LED Products and Drivers

**Note: Lamps are not covered by warranty*

MP DESIGN INC. (hereinafter referred to as “MP Lighting”) gives the following warranty for each new MP Lighting product distributed in Canada and the United States by MP Lighting and sold through an authorized MP Lighting Distributor. MP Lighting warrants that all products manufactured by MP Lighting to be free from defects in materials and workmanship under normal use subject to the following terms and conditions:

CONDITIONS

1. **Parts & Labor:** One year from date of original purchase from distributor for low voltage and line voltage systems. Five years from date of original purchase from distributor for LED products.
2. **Limitation:** MP Lighting systems are approved to CSA & UL standards when used as a complete system. Substituting another manufacture’s product will void all approvals and will remove MP Lighting from any liability. Malfunction and damage to product due to improper installation or misuse will not be covered under warranty.
3. **Receipt of Goods:** All products are 100% end of the line tested and inspected before shipping to customers. It is the responsibility of the consignee receiving the goods to inspect the goods to ensure accuracy of order and to check for any damages that could have occurred from shipping. Claims for missing parts must be made within 5 business days from receipt of goods. Claims for missing parts after 5 days will not be accepted. Damaged to product due to shipping should be claimed immediately with freight carrier. MP Lighting is not responsible for product damaged in transit by freight carrier.
4. **Proof of Purchase:** This warranty applies to the product from original date of purchase from distributor. The customer must furnish proof of original invoice, packing slip or payment.
5. **Disclaimer or Consequential Damage:** This warranty covers only the product itself; we assume no liability for labor costs, installation costs, improper fixture selections or other losses.

Product returned for Warranty inspection must be given an RGA (Return Goods Authorization) from MP Lighting. Products must be returned freight prepaid with the RGA number clearly marked on the outside of the box. Upon confirmation of a defect or failure, at our discretion, we will repair or replace the item. If product is deemed to be in good working condition or if any of the above mentioned conditions are not met, the product will be returned and no warranty will be given. RGA numbers may be obtained by fax request at 604-708-1185 Attention: Customer Service, or by email request at rga@mplighting.com.