

WARRANTY TERMS - LIMITED PRODUCT WARRANTY POLICY

Dear Valued Customers,

Please find below the comprehensive warranty terms applicable to Shine Concepts LED Lighting products in India:

1. Warranty Coverage Duration:

Shine Concepts provides a limited product warranty, ensuring that our products are free from defects in manufacturing and workmanship.

This warranty is valid for a period of **2 years from the date of the Invoice** unless otherwise stated in writing.

2. Notification of Warranty Claims:

In the event of a warranty claim, Shine Concepts must be notified in writing within the specified warranty period.

3. Warranty Scope:

Shine Concepts' liability under this warranty is limited to either the repair or replacement of the defective part or component.

The warranty covers products that have been used and stored in accordance with proper procedures, and that have been installed correctly for their intended purpose.

4. Exclusions from Warranty Coverage:

This warranty does not cover labour costs associated with the installation, removal, replacement, or repair of warranted products.

Shine Concepts shall not be held responsible for any consequential damages arising from the use or malfunction of our products.

Shine Concepts reserves the right to deny warranty claims for products that have been altered, improperly installed, or used in applications not intended by the manufacturer.

5. System Components Replacement within Warranty Period:

In the event of a lamp failure during the warranty period, provided that Shine LED lamps have been installed and operated in compliance with the Terms and Conditions outlined in this Policy, Shine Concepts will provide the same or a comparable replacement lamp within the warranty period.

6. We may invalidate a warranty claim under various circumstances, including but not limited to:

- i. Accidental damage during installation.
- ii. Water ingress due to environmental conditions or other reasons in non-waterproof products.
- iii. Use of the product within an improper operating environment, such as grounding issues, heavy dust, improper shutdown, etc., as applicable.
- iv. Installation, maintenance, or usage not in accordance with standards.
- v. Improper use or usage not in line with product instructions or mishandling by the customer.
- vi. Acts of nature, fire, flood, violence, or similar occurrences.
- vii. Modification of the product by the customer.
- viii. Servicing or repair of the product by anyone other than Shine Concepts.

For more information or to submit a warranty claim, please contact us at:

SHINE CONCEPTS PVT LTD

Address: Off No. 521, A-Wing, Lodha Supremus II, Road No 22, Wagle Estate, Thane(W) – 400604

Phone: 91-22-49748031/32/33

Email: sales@shineplusled.com

Factory Address: Shine Concepts Pvt. Ltd.

Address: A1, Gala no 8, Padmini Complex, Behind Arihant Complex, Kahler, Bhiwandi – 421302

Phone: 08433933681

Email: factory@shineplusled.com

This warranty policy is subject to the specified terms and conditions, and any claims must comply with the provisions outlined herein.

Thank you for choosing Shine Concepts.

Sincerely,

SHINE CONCEPTS PVT LTD