



Limited Warranty LifeLamptm LED bulbs Policy

60-month Limited Warranty on LifeLamptm LED Products

For a period of 60 months from the date stamp on our **LifeLamptm** LED bulb, **LifeLamptm** LED bulbs are warranted to function properly and be free of defects in materials and workmanship. Should a **LifeLamptm** LED bulb fail during the warranty period, you should email the completed RGA request form to julie@lifelamp.net or an RGA form can be sent to you. This RGA form must be included in each returned box and on the outside of each returned box that you ship back in order to receive credit. Once you receive the RGA, please return it freight pre-paid to:

LifeLamp RGA# (include issued # here) / LifeLamp Warranty / 3040 Switzer Avenue / Columbus, OH 43219/.

DO NOT SEND ANY PRODUCT without first receiving an official LifeLamp RGA #.

Customer is responsible for the safe passage of defective products back to Décor Connect. We suggest using a freight service that allows you to track such shipments. We urge you to properly pack each fragile LED bulb carefully with protective wrapping to prevent breakage during transit. For proper credit, all LifeLamptm LED Products must arrive without breakage to receive credit. Once we receive the **LifeLamptm** Product shipment, we will repair it or at our option, replace it at no charge, and pay the cost of shipping it back to you.

Limited Warranty on Service & Repairs

Service work, repairs, replacement parts and modifications are warranted to be free of defects in materials or workmanship for the remainder of the original 60-month warranty or one year from the date of shipment from our factory after repair or service, whichever is longer.

This warranty is void if in our opinion the instrument has been damaged by accident, mishandled, installed within an enclosed fixture, altered, serviced, or repaired by the customer. In the event of such misuse/abuse by the customer, costs for repairs plus two-way freight costs will be borne by the customer. Using our LifeLamp LED bulbs in an enclosed fixture may cause the bulb to overheat, potentially causing damage to the LifeLamp LED bulb and fixture. Even a little extra heat can shorten the lifespan of a LifeLamp LED bulb and prevent our customers from enjoying the full value of your investment. **LifeLamp**tm LED bulbs found defective should be returned carefully packed, as the customer will be responsible for freight damage.

Incidental or consequential damages or costs incurred as a result of product malfunction are not the responsibility of Décor Connect

Warranty Administration Policy.

Décor Connect and its authorized representatives or resellers provide warranty support only to the original purchaser. Warranty claims, requests for information or other support, and orders for post-warranty repair and service, by end-users that did not purchase directly from Décor Connect or an authorized representative or reseller, must be made through the original purchaser. The intent and explanation of our warranty policy follows:

1. Warranty repairs are only performed by Décor Connect.
2. Owner attempted repairs of Décor Connect **LifeLamp**tm products will void the warranty coverage as a consequence of their being performed.
3. We reserve the right to refuse warranty coverage on a claim by claim basis based on our judgment and discretion. We will not honor a warranty claim if in our opinion the **LifeLamp**tm LED bulb has been damaged by accident, mishandled, installed within an enclosed fixture, altered, or repaired by the customer where such treatment has affected its performance or reliability.

Thank you,

Décor Connect Management

Home of the **LifeLamp**tm LED Bulb and the entire line of LifeLamp Products.