

Title: Adaptive Lighting Warranty and RMA Policy**1. Warranty**

Adaptive Lighting offers a 1-year warranty on all products sold. Adaptive Lighting reserves the right to void any warranty if the returned product is damaged beyond repair, with customer-induced damage or if the product has been tampered with i.e. dismantled.

- **In-Warranty**

If the returned product is within its 1-year warranty and is free from damage; Adaptive Lighting will carry out the necessary inspections and tests to confirm the reported fault. If no issue can be detected by Adaptive Lighting, it will be shipped back to the customer and reported as "No Fault Found".

If the necessary inspections and tests confirm the fault reported by the customer, Adaptive Lighting will take the relevant steps to repair the product. If a repair is not possible, Adaptive Lighting will issue a replacement.

- **Out of Warranty**

If the returned product is outside of its 1-year warranty, the customer is responsible for the repair or replacement charges. Adaptive Lighting will carry out the necessary inspections and tests to confirm the reported issue. Adaptive Lighting will not carry out any repairs until the customer has issued a Purchase Order.

- **Upgrading of Products**

The upgrading cost of the software or hardware of products is the customer's responsibility, regardless of whether the product is in warranty or not.

2. Return Materials Authorisation (RMA)

When returning a product to Adaptive Lighting, the customer must first request an RMA number. Once the RMA number has been issued and the RMA form has been completed, the customer may then ship the product to Adaptive Lighting.

Adaptive Lighting will not accept any product that has been shipped without an RMA number; Adaptive Lighting will return the product to the customer at the customer's expense.

- **Requesting RMA number**

Customers can request an RMA number by emailing info@adaptivelighting.ie.

Insert "Request for RMA number" in the subject box.

The customer should include the following information when requesting an RMA number:

- Part Number
- Serial Number
- Quantity being returned

Adaptive Lighting will issue the customer with an RMA number and also an RMA form. Adaptive Lighting requires the RMA form to be as detailed as possible as this will prevent any delays once Adaptive Lighting receives the RMA product. Return the completed RMA form by email and/or with the shipment.

- **Shipping**

Adaptive Lighting recommends returning the RMA by registered post or by a reputable courier. It is also recommended that when shipping the RMA that it is in its original packaging to ensure that no damage occurs during transit. Adaptive Lighting takes no responsibility for any damage that may occur during shipment

