

## **EDEN PARK ILLUMINATION, INC. 3,000 HOUR LIMITED WARRANTY**

### **WARRANTY COVERAGE**

Eden Park Illumination, Inc.'s warranty obligations are limited to the terms set forth below: Eden Park Illumination, Inc. ("EP") warrants this hardware product against defects in materials and workmanship for a period of 3,000 working hours from the date of original purchase. If a defect exists, at its option EP will (1) repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product less amortized hours on the warranty, i.e., if warranty is claimed after 1,500 working hours out of the 3,000 warranty hours, 50% of the purchase price will be refunded. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes EP's property. When a refund is given, your product becomes EP's property.

### **OBTAINING WARRANTY SERVICE**

If you purchased the product in the U.S. and Canada, deliver the product, at your expense, to EP. If you purchased the product outside of North America, please contact your reseller so they might assist you in facilitating the return. If the product cannot be repaired or replaced in the country it is in, it may need to be sent to a different country or returned to the country of purchase at your expense for repair or replacement. Prior to returning any product to EP, please contact EP via phone or email to secure a Return Merchandise Authorization number (RMA#). The RMA# is very important to tracking your return and making sure it is processed as quickly as possible. Your RMA# should be written on the outside of your packaging so it is clear and visible. To locate our contact numbers, or send us an email, please visit our web site at <https://www.edenpark.com> . If you send an email requesting an RMA#, please include your name, address, telephone number, and proof of the original purchase (receipt) containing a description of the product(s), purchase date, and the appropriate EP serial ID number(s).

### **EXCLUSIONS AND LIMITATIONS**

This Limited Warranty applies only to hardware products manufactured by or for EP. The Limited Warranty does not apply to any non-EP hardware products. Non-EP manufacturers, suppliers, or publishers may provide their own warranties. EP and its Authorized Service Providers are not liable for any damage to or loss of any programs, data, or other information stored on any media, or any non-EP product or part not covered by this warranty. Recovery and reinstallation of system and application software and user data are not covered under this Limited Warranty. This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or non-EP products; (b)

to damage caused by service (including upgrades and expansions) performed by anyone who is not an EP Authorized Service Provider; or (c) to a product or a part that has been modified without the written permission of EP. THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. EP SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF EP CANNOT LAWFULLY DISCLAIM IMPLIED WARRANTIES UNDER THIS LIMITED WARRANTY, ALL SUCH WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

No EP reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

EP IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWNTIME, GOODWILL, AND DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state or province.

## **RETURN AND REFUND PROCEDURE**

### **Hassle-Free 10 Day Return Policy.**

We truly appreciate your business and want you to be 100% satisfied with your purchase. If you are not completely satisfied with your purchase, **return it within 10 days of receipt** for a full refund or exchange. After 10 days all returns will be subject to a 25% restocking fee.

(See below for a list of procedures and exclusions.)

Please be sure to contact EP' Customer Service for a Return Authorization number prior to shipping.

## **RETURN POLICY CONDITIONS**

Hardware products will qualify for refunds with the following conditions:

- All returns must include all original packaging, paperwork, cartons and accessories (including owner manuals, hardware and cables where applicable) for a complete refund.

- Products returned in less than new condition (e.g. missing contents, weathered products or damaged), will be accepted for credit at the discretion of EP and subject to the restocking fee of 25%.
- Customer is responsible for return shipping charges, so shipment must arrive with shipping charges pre-paid in full.

All refunds, credits, and exchanges are for the value of the original purchase price only and do not include shipping charges.

## **RETURN PROCEDURE**

To ensure proper credit, please be sure to call for a Return Authorization Number (RMA#).

- Contact EP's Customer Service via email at [chris.may@edenpark.com](mailto:chris.may@edenpark.com) or telephone us at **217-403-1866** Monday-Friday 8AM – 4PM Central Time
- Please include the RMA form you received, write the Return Authorization # on the return address label you place on the box. Please do not write directly on the product box. Include all original packaging, a copy of the invoice, and a form including your reason for the return.

Returns take approximately one week to process once they are received at EP. Credit card purchases are credited back to the original credit card. Check and Money order purchases are refunded by company check.

- Credits will be limited to the price of item(s), shipping charges will not be refunded.

## **Merchandise Damaged in Transit**

If an item arrives damaged, please contact our Customer Service for return instructions. We will arrange a carrier pickup of the item for inspection and return to us. Upon receiving the returned merchandise, we will send out a replacement.

## **Delivery Refused**

If the carrier returns an item because it was refused or undeliverable, a 10% restocking fee will apply.

For general correspondence please contact [chris.may@edenpark.com](mailto:chris.may@edenpark.com).