
WARRANTY

WARRANTY AND OBLIGATION

Alora Lighting guarantees against defects in workmanship, assembly and materials used in our products. Alora Lighting will repair or replace, at our sole discretion, any products that fail to operate due to a defect.

Alora warrants to the first non-dealer purchaser of any of its products that they are to be free from defects in material and workmanship for a period of 5 years from the date of purchase for all indoor products. 5 years residential and 3 years commercial for all LED modules only, not the fixture. Residential use is defined as any fixture being used less than 8 hours per day. Commercial use is defined as any fixture being used greater than 8 hours a day. Alora's outdoor products; electrical components are warranted for 5 years; outdoor painted finishes are warranted for 2 years. Marine grade finishes are warranted for a period of 5 years, under normal use to the first non-dealer purchaser. Fixtures utilizing LED arrays (multiple discrete LEDs mounted upon a single LED circuit board) are not considered to be defective until more than one in ten of the total quantity of LEDs fails to make light. If a product is defective all efforts will be made to correct the problem at the first non-dealer purchaser's location. If the problem cannot be resolved on-site an RMA number will be issued.

Alora's obligation is expressly limited to repair or replacement, without charge, at Alora's chosen location after prior written authorization has been granted. Alora's obligation under this warranty shall not extend beyond the distributor's initial purchase price of the product and accordingly any consequential damages or labor costs arising out of a defect are expressly excluded.

This warranty shall not apply to products that have been altered, improperly installed, mishandled or misused. Notice of a defect in writing must be received by Alora within five years from the date of purchase (or period outlined by sales material).

Alora's product warranty applies only to purchase from Alora's authorized distributors. All warranty claims must be filed through the distributor from which the item or items were originally purchased.

No chargebacks or charges for labor and materials will be honored without Alora's prior consent. Except as stated above, there are no other warranties expressed or implied.