

HAIKU[®] LIGHT WARRANTY

UNITED STATES & CANADA



Period of coverage

Residential

5 years (parts)

Non-Residential

5 years (parts)

Warranty information provided here applies to new units only and does not pertain to factory re-certified units. ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, MADE WITH RESPECT TO THIS PRODUCT OR ANY OF ITS COMPONENTS AND ACCESSORIES IS DISCLAIMED AND REPLACED BY THE TERMS OF THIS WARRANTY.

Haiku Home warrants this light fixture to be free from defects in workmanship or material under normal use and service for five years after the date of shipment to the customer. Haiku Home will repair or replace any equipment found to be defective during the warranty period. A fixture shall be deemed defective if greater than 15 percent of the individual light emitting diodes (LEDs) are not functioning as designed. Final determination of the nature and responsibility for defective or damaged equipment will be made by Haiku Home, working with any component vendor(s), if applicable.

This warranty only applies to Haiku Light, and is limited solely to products purchased directly from Haiku Home or from one of its authorized dealers. Under no circumstances will warranty coverage extend to products purchased through eBay, Craigslist, or other internet auction or internet-based retail sites. Warranty coverage is contingent upon proper use in the application for which the product was intended and does not cover products which have been modified or repaired without Haiku Home's approval or which have been subjected to accident, improper maintenance, installation or application, or on which original identification marks have been removed or altered. This warranty also does not apply to interconnecting cables or wires, consumables or to any damage resulting from battery leakage.

In all cases our responsibility and liability under this warranty shall be limited to the cost of the equipment. The purchaser must obtain shipping instructions for the prepaid return of any item under this warranty provision and compliance with such instruction shall be a condition to make any claim under this warranty.

Except for the express warranty stated above, Haiku Home disclaims all warranties with regard to the products sold hereunder including all implied warranties of merchantability and fitness for a particular purpose and the express warranties stated herein are in lieu of all obligations or liabilities on the part of Haiku Home including, but not limited to, incidental or consequential damages arising out of or related to the use of the product, which are specifically disclaimed. This warranty is voided when:

- a. The original purchaser or user ceases to own the product; or
- b. The fixture is moved from its original point of installation.

30-Day "No Reason Necessary" return policy

The customer may return the lights for any reason or no reason at all, provided it is shipped, freight or postage paid, insured for its full value, and in its original packaging within 30 days of delivery. If the fixture is delivered in good condition, the customer will receive a refund of the invoice price less:

1. Cost of shipping, handling, and insurance;
2. Amount charged for special orders;
3. Amount charged for customized parts, if any;
4. Service fee and/or parts replacement fee for any fixture that is returned missing components, damaged in shipment where the damage is not covered by insurance, or that has been modified in any way. Such fees and charges will vary based upon the actual material and labor costs necessary to repair the fixture, replace missing or modified parts, and to return the fixture to its original factory condition.

This policy applies only to products sold directly by Haiku Home. Products sold by Haiku Home Authorized Dealers are not subject to the 30-day “No Reason Necessary” policy. Customers who have purchased lights from Haiku Home Authorized Dealers should contact the dealer for information on its specific return policies.

REPAIR, REPLACEMENT, OR A REFUND ARE THE EXCLUSIVE REMEDIES AVAILABLE UNDER THIS WARRANTY AND HAIKU HOME IS NOT RESPONSIBLE FOR DAMAGES OF ANY KIND, INCLUDING INCIDENTAL AND CONSEQUENTIAL DAMAGES. Incidental damages include but are not limited to such damages as loss of time and loss of use. Consequential damages include but are not limited to the cost of repairing or replacing other property which was damaged if this product does not work properly.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS AND LIABILITIES ON HAIKU HOME'S PART, AND HAIKU HOME NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS. NO OTHER WARRANTY EXPRESSED OR IMPLIED, WHETHER OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY OR OF ANY OTHER KIND, WHETHER OR NOT SIMILAR IN NATURE TO ANY PREVIOUSLY SPECIFIED, SHALL EXIST WITH RESPECT TO SUCH PRODUCTS, ALL SUCH WARRANTIES BEING HEREBY EXPRESSLY DISCLAIMED BY HAIKU HOME AND WAIVED BY CUSTOMER. UNDER NO CIRCUMSTANCES SHALL HAIKU HOME BE LIABLE FOR ANY LOSS, DAMAGE, COST OF REPAIR, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THE USE, SALE, OR REPAIR OF ANY PRODUCTS PURCHASED FROM HAIKU HOME, UNLESS SUCH DAMAGES CANNOT BE EXCLUDED BY LAW.

Haiku Home reserves the right to change this warranty at any time without advance notice.