# NEON PRODUCTS WARRANTY POLICY

France Lighting Solutions, a Scott Fetzer Electrical Group brand, warrants to the original purchaser the following products to be free from defects in material and workmanship for two years from the manufacturers date code. This warranty is conditional based upon proper installation, use and maintenance of the product. This warranty is not applicable to any product not installed and operated in accordance with France Lighting Solutions specifications and connection diagrams or which have been subjected to abnormal operating conditions.

**Limitation of Liability**
NO OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL EXIST IN CONNECTION WITH THE SALE OR USE OF SUCH PRODUCTS. All claims under this warranty must be made in writing and delivered to the Company prior to the expiration of the established warranty period from the date of manufacture. France Lighting Solutions will require all products be returned for inspection before any claim can be paid.

**Usage**
This warranty is conditional based upon proper use, installation and wiring in accordance with instructions provided, and use in applications and environmental conditions for which they were designed. This warranty does not apply to any abnormal use or any installations which do not comply with the National Electrical Code, Underwriters Laboratory Standards, Canadian Standards Association or any local or regional code guidelines. France technical support is available to assist with any information or troubleshooting assistance as may be required.

**Warranty Claims**
Upon receipt of the product, the Company shall inspect the part(s) claimed to be defective, and shall repair, or at its option, replace, free of charge, any part(s) determined to have been defective at the time of shipment from the factory. If circumstances are such as to preclude the remedying of warranty defects by repair or replacement, the Company shall, upon the return of the products, refund to buyer any part of the purchase price paid to the Company for the stated products. Inspection shall be performed at the Company's plant or at such other place as may be designated by the Company; and, freight for returning products for inspection shall be paid by the buyer.

The foregoing states the sole and exclusive remedy for any breach of warranty or for any other claim based on any defect in, or non-performance of, the products, whether sounding in contract, warranty or negligence. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE COMPANY SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF, OR IN ANY WAY RELATING TO, ANY SUCH BREACH OF WARRANTY OR CLAIMED DEFECT IN, OR NON-PERFORMANCE OF, THE PRODUCT.

This warranty policy offers prorated warranty coverage for up to two years from the date of purchase. The value of any approved refund is reduced by 25% every six months, based on the eligibility requirements listed below.

| FRANCE CLASSIC NEON WARRANTY | |
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| **Prorated Warranty Coverage for up to 2 Years** | |
| **0-6 Months** | **100% of Original Price** |
| **6-12 Months** | **75% of Original Price** |
| **12-18 Months** | **50% of Original Price** |
| **18-24 Months** | **25% of Original Price** |
| **After 24 Months** | **No Refund** |

No refund is offered for original shipping fees or charges incurred by customer or distributor for shipping material to SFEG in any manner other than that shown on the RGA.

**NOTE:** Warranty credit will not be given for units that have been altered in the field or show evidence of misuse.