

NightPlay Lighting Limited Warranty

All NightPlay Lighting LED light fixtures come with a 4-year advance exchange warranty. This warranty applies to the original purchaser and when used in outdoor recreation applications. This ensures you receive a replacement fixture in the event of a defect, providing operational continuity.

What Our Warranty Covers

Our warranty includes protection against:

- LEDs failing
- Moisture intrusion
- LEDs color shifting

What Our Warranty Does Not Cover

Our warranty does not extend to issues arising from:

- Abuse, accidents, neglect, or other physical damage
- Acts of God (for example but not limited to; floods, hail, fire, lightning, earthquakes, tornados)
- Abnormal power input
- Use outside of a recreation lighting setting
- Fixtures tampered with or repaired by anyone other than NightPlay Lighting
- Cosmetic defects or coating issues that do not affect the functionality of the fixture
- Installation services or labor costs for new fixtures

How to File a Warranty Claim

To initiate a warranty claim, please get in touch with us via email at sales@nightplaylighting.com

When contacting us, please provide:

1. Proof of purchase
2. A description of the issue (photos/videos are encouraged)
3. The 8 digit date code & 4 digit batch number found on the bottom edge of the silver product tag
4. The address for the replacement shipment
5. Is the fixture 110V - 240V or 277V - 480V
6. Contact information (name, email, phone number) for the person responsible for receiving the new fixture and returning the old one

Advance Exchange Process

Once we receive your claim, we will work with you to perform basic troubleshooting to ensure the issue is a manufacturing defect. If troubleshooting confirms the defect and you are based in the 48 contiguous

states, we will send you a replacement fixture in at least the same cosmetic condition as the defective fixture, along with a return label for the faulty fixture.

For fixtures under warranty with available inventory, we will advance exchange a replacement fixture and include a shipping return label for you to send back the defective unit. If the defective fixture is not returned within 30 days, you will be charged for the full replacement cost.

If the fixture is operational after our bench test, you will be responsible for purchasing the advance exchanged fixture, and the warranted fixture will be shipped back to you. We will provide documentation of the bench test, including a photo or video of the fixture operational.

Shipping and Responsibility

Ensure that any fixture shipped to us is properly packaged. Damage during transit is the responsibility of the shipping party. NightPlay Lighting is not liable for any costs related to shipping damage.

Customers outside the 48 contiguous states are not eligible for advance exchange and must bear the cost of international shipping and duties for repair under warranty. We may require proof of destruction of a faulty fixture rather than requiring shipment to us.

Warranty Limitations

Our warranty extends to the replacement or repair of our products and is not a service warranty (parts only). Replaced or repaired fixtures do not extend the warranty. It is only valid for purchased items and conditions stated, and cannot be altered by anyone. This warranty does not apply to products used in non-specified applications.

TO THE EXTENT PERMITTED BY LAW, SNOWLUX LLC DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES. HOW DOES STATE LAW APPLY? THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.