

- I. GRIVEN USA warrants its products against defects in materials and workmanship for proper usage for a period of five (5) years after ship date, when properly installed, and appropriately specified. The customer shall notify GRIVEN USA within ten (10) working days of observing any defects, other than normal wear and tear, by phone at 864-487-3535 or by mail: info@griven-usa.com.
- II. This limited warranty extends only to the Customer placing the order with GRIVEN USA.
- III. Upon preliminary determination of warranty validity, and actual defects, a Return Goods Authorization number will be issued. If so advised by our warranty department, the customer shall, at their expense, return the product to the factory where a final determination on validity of the warranty claim shall be made.
- IV. GRIVEN USA reserves the right to repair or replace the product as it deems appropriate for each individual situation or product. The repaired or replaced product will be returned to the customer in a timely fashion, freight collect or prepaid by the customer. The warranty in the replaced or repaired product shall continue for a period of five (5) years from the original ship date.
- V. This warranty applies only to product manufactured by GRIVEN USA and/or GRIVEN SRL and does not apply to products and/or components manufactured by other manufacturers that are used in conjunction with our products.
- VI. GRIVEN USA shall not be responsible for any liabilities incidental to the warranted product including, but not limited to, freight charges to deliver the product to or from the factory, penalty or late charges, labor to remove or install warranted products. In no event shall GRIVEN USA be liable for any other costs or damages, including lost profits or revenues, incidental, special, or consequential damages. Some states do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply. In no event shall GRIVEN USA's total liability for any reason arising hereunder exceed the purchase price paid by the buyer for the product.
- VII. The paint finish is warranted in accordance with the above policy for a period of five (5) years.
- VIII. Warranty on all products supplied by GRIVEN USA is not covered for damage caused by improper installation, overloading, accident, or neglect. Warranty is not covered where any field alterations, modifications, or additions are made unless the change is acknowledged, in writing, by GRIVEN USA.
- IX. LED life may vary under field conditions due to external factors. Lifetime estimates are generated from testing in a controlled environment. Published values are conservatively derived from test results.
- X. GRIVEN USA reserves the right to change or amend this Warranty Statement from time to time without further notice to Buyer.