

ADS VISION

Pool and Outdoor Lighting

WARRANTY POLICY

1. Introduction

At ADS Vision, we stand behind the quality of our products. This document outlines the terms, scope, coverage periods, and procedure for submitting a warranty claim for our pool lights, LED rope lights, and outdoor lights.

2. Warranty Coverage Period

- **Pool lights:** One-year warranty against manufacturing defects from the date of purchase.
- **Outdoor lights:** One-year warranty against manufacturing defects from the date of purchase.
- **LED rope lights:** Six-month warranty against manufacturing defects from the date of purchase.

This warranty covers manufacturing defects only. It does not cover damage caused by misuse, improper installation, product modifications, impact, external electrical surges, or normal wear and tear.

3. How to Submit a Warranty Claim

The same process applies to pool lights and outdoor lights and consists of the following steps:

1. The customer must provide evidence of the reported issue (photographs or video) and a description of the failure.
2. ADS Vision will provide a shipping label so the light can be sent to our facility.
3. Once received, the light will be inspected in our laboratory to determine the cause of the failure.
4. The inspection process takes 1 to 2 weeks from the date the product is received.
5. After the inspection is complete, the customer will be notified whether the warranty claim has been approved. If the claim is not approved, a service charge equal to 50% of the light's regular retail price, before any discounts, will apply. If the claim is approved, the necessary repairs will be completed and the light will be returned to the customer within the same 1- to 2-week period noted above.

4. Product Acceptance Requirements

For a light to be accepted and evaluated under warranty, it must meet the following requirements:

- It must not contain silicone, rubber, or any other adhesive on the rear of or around the light. These materials prevent the rear surface of the light from coming into direct contact with the water, which may cause overheating and damage the seals. Their presence automatically voids the warranty.

- It must be received completely clean. If the warranty claim is approved, the light will be returned to the customer with the same length of cable with which it was received.

Note: If the requirements above are not met, the product will not be inspected under warranty and the inspection will be billed as a service.

5. Final Provisions

- ADS Vision covers shipping costs when the light is within the warranty period and the failure qualifies as a manufacturing defect. Otherwise, shipping costs are the customer's responsibility.
- The 1- to 2-week evaluation period may vary depending on the volume of claims being processed.
- If the warranty claim is not approved, the customer will be notified of the reason and will receive a service estimate equal to 50% of the light's regular retail price, with no discounts or promotions applied.
- ADS Vision reserves the right to update this warranty policy at any time.

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