

## **G2G lighting**

### **Defective Product Claims Procedure**

1) In order to process any defective claims, G2G Lighting (in conjunction with the providing distributor) requests the following information:

- \* An original sign design layout of the sign in question
- \* Job name and address location
- \* Proof of purchase
- \* Photographs of the sign illuminated as well as of the defective modules themselves.
- \* A detailed summary description of which particular letter(s) (or signs) are affected
- \* An actual module and/or modules of the defective product in question

2) Upon receipt of the above information, G2G Lighting, through their supporting distributor, will send replacement product via a sales order at distributors as outlined in item.

3) Customer to return to the site (providing the scheduled service date to G2G Lighting) and replace any/all defective product as outlined in lines # 1 and # 2 as detailed above.

4) Upon completion of the sign repair/replacement, customer is to return all suspected defective product removed from the project to G2G Lighting through their supporting distributor for testing and analysis within (30) days.  
(Claims will NOT be paid if defective product is NOT returned to G2G Lighting within (30) days of scheduled service repair date)

5) Once defective product has been received, G2G Lighting will perform QC testing of the product returned either domestically and/or through the G2G Lighting's factory located in China.

6) If the modules returned are deemed as a manufacturer's defect, G2G Lighting will reimburse the cost of the product initially sent.

7) If the modules returned are not deemed as a manufacturing defect, the customer will be responsible for the new module order submitted for repair, all associated labor costs as well the QC testing.

\* G2G lighting reserves the right to test and examine all products returned under this warranty to evaluate proper usage, determine the cause of failure, and make a determination, in its sole judgment whether the products are defective and covered by this warranty