

ONE YEAR LIMITED WARRANTY

Holtkötter International, Inc. warrants its products free from defects in materials and workmanship. Under this limited warranty, Holtkötter International, Inc., upon receipt of written notice of a claim, shall, at its option, repair or replace warranted products at no charge. This limited warranty is for one year from the date of shipment by Holtkötter International, Inc. This limited warranty is in lieu of any and all other warranties either expressed or implied, including but not limited to, those of merchantability and fitness for a particular purpose.

HOW DOES THE HOLTKÖTTER WARRANTY WORK?

RETAIL CUSTOMER

If you are a retail customer, contact your Authorized Holtkötter Distributor. Your Authorized Holtkötter Distributor will initiate the warranty work for you.

AUTHORIZED HOLTKÖTTER DISTRIBUTOR

If you are an Authorized Holtkötter Distributor, we will resolve a problem with our product due to a defect in material or workmanship during our one year warranty period in one of the following ways:

1. If the fixture can be repaired by you with a reasonable effort, we will send you the parts that you need free of charge.
2. If the fixture cannot be repaired by you or one of our sales representatives, our **“Repair and Return Service”** is available.

The Holtkötter **“Repair and Return Service”** works as follows:

- A. We will issue a “Repair and Return Authorization” (R&R) to your company. The R&R will specify how you need to return the fixture to us (e.g. UPS Call Tag, Freight Company Pick-up, etc.)
- B. If not otherwise instructed, we will need to receive the fixture back complete (including reflector kit, bulb, dimmer, canopy set, etc.) and in good condition. The lamp/lighting fixture must be packaged appropriately.
3. If the fixture cannot be repaired by us, we will send you a new fixture free of charge.
4. Any request for reimbursement associated with a warranty claim must be pre-approved in writing through the Holtkötter Customer Service Department; this includes any and all electrician charges.

SERVICE WORK AFTER THE EXPIRATION OF THE WARRANTY

The Holtkötter “**Repair and Return Service**” is available after the expiration of the warranty for a nominal charge.

Manufacturers’ warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.