



**CAO GROUP, INC.**

design • integration • manufacturing

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RE: Limited Warranty

The CAO Group offers a limited warranty. The Dynasty® Lamps are warranted to be free of defects in material and workmanship. The product will operate according to documented specifications from the time of manufacture through the warranty period.

Due to the nature of LED lights, degradation will occur over the life of the product during normal operation of a Dynasty® lamp. This normal degradation is not covered under the warranty.

Should any product fail under the warranty a Return Material Authorization number (RMA) must be obtained. Once the RMA number is obtained, the product should be returned within 10 business days of issuing the RMA number for credit to be issued. Please mark all shipping boxes and packing slips with the RMA number. The CAO Group may offer at its discretion replacement product prior to the receipt of defective material. If such product is offered it is understood that the customer will be charged if any of the following cases occur.

1. The failed product is not returned for evaluation.
2. During evaluation the product is found to be within specifications.

The CAO Group 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 warranty.

Returning defective products will help us monitor and further improve product quality. Repair or replacement of product is the sole remedy available. **UNDER NO CIRCUMSTANCE SHALL CAO GROUP BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF, OR IN ANY WAY RELATED TO ANY DEFECT IN OR NON PERFORMANCE OF THE PRODUCTS . NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED.**

Furthermore, CAO Group shall not be responsible for any other costs, including installation or field support labor or loss of profits, income or revenue. Additionally, any drawing, layout, quotation or other communication regarding suggested product type, amount or usage is for reference only and should be treated as an estimate. CAO Group shall not be responsible for minimum illumination levels or other performance criteria.