

## Warranty

This guarantee as described is for BJ Take products only. BJ Take products are tested and/or inspected prior to being packaged for shipment and are guaranteed from the day the product is shipped for a period of ten-year LED chip warranty and a five-year comprehensive component warranty.

Our guarantee is valid for BJ Take products only. For the agreement to be valid, the products must be installed correctly and operated under normal use and conditions at the rated voltage. At its discretion BJ Take will repair or replace any properly installed BJ Take product which falls under the guidelines of this guarantee, provided it is returned to BJ Take with transportation prepaid and our own inspection determines it to be defective.

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## Replacement Process

1. Submit your claim to BJ Take's RMA department by providing original purchase order number and brief explanation of the issue (QTY of fixtures experiencing defect, description of defect, etc)
2. Based on information provided, an RMA will be issued for component or full fixture replacement.
3. Replacement components/fixtures will be shipped prepaid & at no charge.
4. Instructions will be given at time of RMA for handing of defective product (return/field scrap)

## Return Process

1. Submit your claim to BJ Take's RMA department by providing original purchase order number, fixture type & QTY you wish to return. Please note returned product must be unused and in original packaging.
2. Based on the information provided, an RMA will be issued for the return of unused product. Any restocking fee's will be advised at this time and are determined on a case-by-case basis.
3. Product is to be shipped back prepaid to BJ Take within 30 days of RMA date.
4. Returned product will be subject to inspection to confirm it is in unused and resalable condition.
5. Once product has passed inspection, a credit will be issued to customer account.

