

Limited Product and Installation Warranty

10 YEARS	LIFETIME	2 YEARS
Parts	Track	Labor & installation

Legal company name

Company address

Warranty email / phone

The company identified above, doing business as FireFly Light Co. ("FireFly"), stands behind the quality of its permanent lighting systems and installation with the following coverage.

1. 10-Year Parts Warranty

FireFly warrants the LED lights, controllers, power supplies, system wiring, cables, connectors and mounting hardware supplied by FireFly against defects in materials and manufacturing for 10 years from the original installation completion date.

2. Lifetime Track Warranty

FireFly warrants the lighting track against defects in materials and manufacturing for as long as the original purchaser owns the property where it was originally installed. Coverage applies to the track itself, not normal cosmetic aging, fading or discoloration that does not affect its function.

3. 2-Year Labor and Installation Warranty

For 2 years from the original installation completion date, FireFly covers installation errors, including improper fastening, wiring, connections, sealing and weatherproofing. During these 2 years, FireFly also covers labor necessary to diagnose, remove and replace components covered under the parts or track warranty.

After the 2-year labor period, covered replacement parts and track remain available at no charge, but diagnosis, service visits, removal and reinstallation may be billed. Charges will be disclosed and approved before billable work begins.

4. What FireFly Will Do

For covered claims, FireFly will repair or replace the defective component or correct the covered installation error. Replacement components may be new or refurbished and will provide equivalent or better functionality. Exact cosmetic or color matching may not be available.

Repair or replacement does not restart the original warranty period. Replacement parts receive the remaining original coverage or 90 days, whichever is longer. Replacement track retains the lifetime coverage described above.

If repair or replacement cannot reasonably resolve a covered defect, FireFly will provide an appropriate alternative remedy consistent with applicable law.

Exclusions and Warranty Service

5. What Is Not Covered

This warranty excludes damage or failure caused by:

- **Acts of God:** lightning, flooding, earthquakes, wildfires, hurricanes, tornadoes, severe hail, falling trees and similar extraordinary events.
- **House rot or structural deterioration:** rotted, weakened or deteriorating fascia, soffits, roof decking, siding or other mounting surfaces; building movement, settlement or structural failure.
- **External electrical problems:** power surges, incorrect supply voltage or defective building wiring, outlets or circuits not supplied or installed by FireFly.
- **Accidents, misuse or damage:** vandalism, impact, improper operation, pressure washing, corrosive chemicals or animal and pest damage.
- **Work performed by others:** damage caused by roofing, gutter work, painting, remodeling, repairs, relocation or system modifications.
- **Use outside product specifications:** including submersion or exposure beyond the system's rated operating conditions.

Routine cleaning, programming changes, upgrades and system relocation are not covered. Problems caused solely by internet service, Wi-Fi, routers, phones or third-party services are also excluded.

Ordinary outdoor weather exposure within the system's rated conditions does not, by itself, exclude coverage. Water intrusion caused by a covered product defect or installation error remains covered under the applicable warranty.

Exclusions apply only to the affected damage or failure. Repairs or modifications by others do not automatically void coverage for unrelated defects.

6. How to Request Warranty Service

Contact FireFly using the information on page 1 and provide your name, installation address, proof of purchase or installation date, and a description of the problem. Photos or video may help us evaluate the issue.

Report problems promptly and within the applicable coverage period. FireFly may request reasonable troubleshooting steps before arranging service. Customers must provide reasonable, safe access to the system. Service will be scheduled within a reasonable time, subject to weather, safe access and parts availability.

If an issue is not covered, FireFly will explain the reason and disclose any proposed charges before performing billable work.

7. Ownership and Location

This warranty applies to the original purchaser at the original installation address and is not transferable. Removal or relocation of the system is not covered.

8. Your Legal Rights

This is a limited warranty, not property insurance. It does not disclaim implied warranties or eliminate rights or liabilities that cannot lawfully be limited.

To the extent permitted by law, FireFly is not responsible under this warranty for incidental or consequential losses, including lost income or loss of use. Some states do not allow these exclusions or limitations, so they may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.