



Stella Warranty Information

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Stella Lighting, Inc. Distribution and Wholesale Return Product Credit Policy

1. In the event that a distributor or retailer of Stella Lighting products receives back a product reported as defective by their customer, the distributor or retailer can request a credit from Stella Lighting
 1. Credit can only be claimed for product found to be defective within 2 years of the date the product was sold to the distributor or retailer
 2. The original packaging is required for the return of any product associated with a credit claim
 3. The lamp or original packaging must still have the serial number of the product
2. Product can only be returned after contacting Stella Lighting to open a claim and receive a valid return authorization number
3. The distributor or retailer is responsible for shipping the product to Stella Lighting for evaluation after a return authorization number is received.
 1. Shipping instructions will be provided when the claim is created
 2. The distributor or retailer is responsible for the initial shipping cost
 3. A credit request should be included with the returned product including the purchase price as well as the cost of shipping the product to Stella Lighting for evaluation
4. If the product is confirmed defective a credit will be issued in the amount indicated on the credit request
5. If the product is found to be not defective or if the failure is determined to be caused by an excluded factor as defined in the Stella Lighting Manufacturer's Warranty, credit will not be provided
6. In cases where no credit is provided, the distributor or retailer can request return of the product
 - i. The distributor or retailer is responsible for providing a pre-paid shipping method
 - ii. In the event that a shipping method cannot be provided, Stella Lighting can provide an invoice to be paid prior to shipping for use of Stella's preferred carrier

Stella Lighting, Inc. Manufacturer's Warranty Policy

1. All Stella product warranties are only valid when product has been registered
 1. Registration service is available on the web site
 2. Registration requires the serial number from the box and known place of purchase
2. Products returned for warranty claims must be shipped back in their original box
3. All Stella product warranties are for 2 years from date of purchase unless otherwise stated
 1. This warranty applies to new products purchases from Stella Lighting or Stella Lighting authorized retailer.
 2. Products purchased used and / or from a third party are not covered by Stella Warranty
 3. Products purchase from the Stella Outlet store and marked "refurbished" are subject to separate warranty terms outlined in section 9.
4. Stella Warranties cover the following failure types
 1. Failure to function as advertised under normal operating condition
 2. LED performance more than 35% below advertised lumen output
 3. Flickering LED's or failure of individual LED's
5. The warranty excludes the following
 1. Failure due to improper handling or operation on the part of the buyer including failure due to an unstable power source
 2. Products dismantled or modified without written approval from Stella Lighting or products used in conjunction with parts not provided by Stella Lighting, including but not limited to power cords or power adapter not provided by Stella Lighting
 3. Products operated or stored in ambient temperatures outside the approved range of -25C to 45C
 4. Products repaired or altered by persons not authorized by Stella Lighting
 5. Acts of God or other Force Majeure
 6. Remote battery failure or failure of any other replaceable consumable parts
6. Verification of Failure
 1. Warranty coverage is subject to verification of the failure by Stella Lighting
 2. Verification must be performed at a Stella Lighting warehouse location
7. Stella Lighting Liability under the Limited Warranty
 1. If failure occurs within 30 days of purchase date, Stella Lighting will pay for shipment of the product to a Stella Lighting warehouse for verification. The customer must be able to provide proof of purchase date
 2. For failures outside of 30 days from date of purchase the buyer is responsible for shipment of the product to a Stella Lighting warehouse for verification
 3. When verification has taken place Stella Lighting will provide coverage for the product
 - i. In cases where the product can be repaired and returned to the buyer in good working condition, Stella Lighting will repair and return the product
 - ii. In cases where the product cannot be restored to reasonable working condition Stella Lighting will provide the buyer with a new product of the same model or closest equivalent if that model is no longer available
 4. In all cases of repair or replacement covered under warranty Stella will cover return shipment of the product to the buyer

8. Repair of product not covered under warranty
 1. In order to ensure lifetime viability of the product, Stella Lighting provides low cost repair services for products outside of warranty coverage
 2. For non-warranty repairs, the buyer is responsible for shipping the failed product to Stella Lighting for evaluation
 3. After evaluation Stella Lighting will provide the customer with a repair price based on parts cost and return shipping cost only (no charge for labor).
 4. Customers who choose not to proceed with repair service after pricing will receive a discount code for 25% off the purchase of one new product purchased directly from Stella Lighting.
9. Refurbished Product Warranty
 1. Stella products purchased directly from the Stella Outlet Store or marked as “refurbished” are covered under the Refurbished Product Warranty
 2. Refurbished products are covered for 6 months from date of purchase
 3. Refurbished products must be registered to receive warranty coverage as described in section 1.
 4. For refurbished product, the buyer is always required to ship the product to a Stella Lighting for verification before warranty coverage will be provided
 5. When verification has taken place Stella Lighting will provide coverage for the product
 - i. In cases where the product can be repaired and returned to the buyer in good working condition, Stella Lighting will repair and return the product
 - ii. In cases where the product cannot be restored to reasonable working condition Stella Lighting will provide the buyer with another refurbished product of the same model or closest equivalent if a refurbished version of that model is not available
 6. In all cases of repair or replacement covered under Refurbished Product Warranty, Stella will cover return shipment of the product to the buyer
 7. For failures not covered under warranty, refurbished product buyers can take advantage of the same low cost repair options as new product purchasers as described in section 8.