WARRANTY AND PRODUCT REPLACEMENT POLICY

This Warranty and Product Replacement Policy outlines the terms and conditions under which BaltLED will repair, replace, or refund defective products. Our commitment is to ensure customer satisfaction while upholding the highest standards of product quality and service.

LIMITED WARRANTY

Subject to the terms and conditions specified in this Limited Warranty, BaltLED warrants that the products listed below (each a "Product" and collectively "Products"), when purchased directly from BaltLED or from a distributor of BaltLED from January 1st, 2022, will be free from defects in material and workmanship for the respective periods of time set forth below, starting from the date of purchase.

If a Product fails to meet the warranty set forth above, then BaltLED will, at its option, either:

(a) repair the defective Product	*Note*: The repaired Product is warranted for the remainder of the original warranty period
(b) provide a free replacement Product or replacement parts	*Note*: Any replacement Product or part will be comparable in function but may not be identical to the original. The replacement Product is warranted for the remainder of the original warranty period
(c) refund the purchase price paid to BaltLED for the Product or replacement parts	
(d) provide a discount to the next order equal to the price paid to BaltLED for the product	

The determination of whether a product is defective shall be made by BaltLED at its reasonable discretion, considering the overall performance of the product.

TERMS AND CONDITIONS

This limited warranty covers defects in materials and workmanship of the Products (the "Product Warranty") and limited labor (the "Labor Warranty") for the Warranty Period as defined below. We will repair or replace Products that fail during normal use during the applicable coverage period due to a manufacturing defect in factory-supplied materials or factory workmanship and a specified amount of the labor costs as indicated herein.

This Limited Warranty is voided if client fails *to comply with any applicable instructions and recommendations of BaltLED; if the Product is operated outside the specified electrical values or is subject to abnormal use or stress, including under/over voltage conditions, excessive switching cycles, and operation in environmental conditions (e.g., ambient temperature) outside normal specified operating range, is subject to direct sunlight or rain. This Limited Warranty is automatically voided if the product is used outside of its intended applications, as stated in BaltLED's written data sheets and installation instructions. Additionally, the use of non-approved third-party power supplies, components, or controls in conjunction with products will automatically void this Limited Warranty.*

BaltLED shall not be responsible for any failure of Products that *result from external causes, including, but not limited to, acts of God; power surges that exceed product specification; improper power supply; fault or negligence of the client; improper or unauthorized use, installation, handling, storage, maintenance, alteration, or service; improper mechanical and power connections, or any circumstances that are not applicable to the reasonable use of the product. General wear or aging is not considered a product defect if it does not result in inoperable conditions.*

PERIOD OF COVERAGE

This Limited Product Warranty begins on the Purchase Date. It lasts for the applicable time on the attached schedule, **not to exceed ten (10) years for LED products and seven (7) years for power supplies**. The Limited Labor Warranty starts on the Purchase Date and lasts for the applicable time on the attached schedule not to exceed five (5) years (the "Warranty Period"). The Warranty Period is not extended if we repair or replace the product.

Discontinued products not listed on the attached schedule are not covered by this Limited Warranty and are provided "AS IS." BaltLED may change the availability of this Limited Warranty at its discretion, but any changes will not be retroactive.

REMEDIES UNDER THIS WARRANTY

We will determine whether a Product is defective with reasonable discretion, considering the Product's overall performance. With respect to any defective Product during the Warranty Period, we will, at our sole discretion, repair or replace such Product (or the defective part) free of charge.
Labor Warranty: The limited Labor Warranty provides coverage for labor costs associated with the repair or replacement of defective Products. The exact terms and conditions, including the scope of labor coverage, are negotiable and will be determined on a case-by-case basis. For any Labor Warranty claims, please contact our Customer Service Department/Warranty Division to discuss and arrange the terms.

REPLACEMENT PROCEDURE

1. To obtain a warranty service, retain the failed Products and submit a Warranty Claim from and notify BaltLED Sales manager or customer service representative in writing (service@baltled.com) or call us +370 675 71977 within thirty (30) days of the failure for a Return Material Authorization (RMA).
2. Original documents of the purchase of the product must be provided to BaltLED together with filled Claim form. After contacting BaltLED, client shall promptly return the Product after receiving instructions regarding if, when, and where to ship the Product. BaltLED reserves the right to examine all failed Product to determine the cause of failure and patterns of usage and shall be the sole judge as to whether any Product is defective and covered under this Limited Warranty.
3. If a solution for the alleged defective product is required immediately, the client may order (at their own expense) the replacement product required to solve the immediate issue from BaltLED. If the client purchases an immediate replacement of a product from BaltLED that is found to be defective and covered by this Limited Warranty, BaltLED will issue a credit for the replacement product and standard shipping. If the product that is returned is found to be a defective product and covered by this Limited Warranty, BaltLED will provide the remedy outlined in this Limited Warranty and any replacement product will be provided with standard shipping (free of charge). If the product that is returned is not found to be defective product by BaltLED, BaltLED will return the product to the client at the client's expense.
4. For a Labor Warranty claim, End User must contact our BaltLED Sales manager or customer service representative in writing (service@baltled.com) or call us +370 675 71977 for service. Documentation must be provided to us within thirty (30) days of the warranty work.

LIMITATIONS

BaltLED makes no other warranty, express or implied, other than as set forth in this limited warranty. This limited liability does not cover, and under no circumstance shall BaltLED 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 or improper performance of the products, also any loss of profit.

PRODUCTS

The warranty period begins from the Product purchase and lasts:

LED modules and other LED illumination products		
for Standard Class LED Signage products with code code starting with symbols	**Challenger** series - BMP-M...	**5 years**
	Stellar | Base series - BMP-S...	
	Mini series - BMP-5M...	
	Duo W series - BMP-W...	
	Raptor series - BMP-R...	
	Opto S+ series - BM0P-SP-...	
	RGB | RGBW series - BM0P-RGB...	
	Backlit | Edgelit bar series - BLBP-...	
	LineLit series- BLSP-...	
	Retrofit tubes - BTBP-... | BTP-RTF...	
for Premium Class LED Modules, product code starts with symbols	**Opto S+** series - BMP-M2...	**10 years* only with Baltled PSU**
	Opto S+ series - BMP-M4...	
	Nitro series - BME-N...	
LED power supplies		
for Standard Class Power Transformers, product code starts with symbols	**SignBridge Plus** series - BPSP-... | BPSP.S-...	**5 years**
	SmartBridge series - BPSS-...	
for Premium Class Power Transformers, product code starts with symbols	**SignBridge Pro** series - BPSE-...	**7 years**

CONTACT US

If you have any further questions about the warranty and product replacement, please email us at: service@baltled.com . You can also contact the responsible person for these questions by calling the Customer Service: +370 675 71977.

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