



Trans Globe Lighting warrants its lighting products to be free from defects in material and workmanship under normal use for a period of one **1 year** from the date the product leaves our facility, unless a different term is specified in this document.

Warranty Exclusions

This Limited Warranty will not apply in the following situations:

- Proof of purchase, shipment date, or product identification cannot be verified.
- Requested defective parts are not returned for evaluation when asked by Trans Globe Lighting.
- The product is no longer owned by the original purchaser or end user.
- The product has been:
 1. Used in commercial or 24-hour applications without written authorization from Trans Globe Lighting.
 2. Installed or applied in a manner inconsistent with its intended or stated use.
 3. Subject to misuse, negligence, accidents, alterations, or improper handling.
 4. Installed, stored, maintained, or operated improperly.
 5. Used in any way that contradicts written instructions or guidelines issued by Trans Globe Lighting.
- Cosmetic wear such as scratches, abrasions, discoloration, or finish deterioration caused by chemicals, cleaners, or abrasive materials is not covered.

Indoor Products

- Indoor LED components are warranted for **5 years** in residential use.
- For commercial use, LED components are warranted for **3 years** unless otherwise noted.
- Proper care of product finishes includes routine cleaning with a soft, damp cloth. Harsh cleaners or abrasive tools can damage protective coatings and accelerate oxidation or discoloration and are not covered under warranty.

Outdoor Products

- Outdoor LED components are warranted for **5 years**.
- Natural fading, chalking, environmental wear, or corrosion—especially in coastal climates—is considered normal aging and not a defect.
- Some decorative finishes naturally change appearance over time; this aging process is not considered a defect.

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Ceiling Fan Warranty

Subject to Trans Globe Lighting's general warranty rules, the following special provisions apply to Trans Globe Lighting ceiling fans:

Motor Warranty

- The fan motor and motor-related internal components carry a **limited 5 year warranty** against defects in materials and workmanship, as determined by Trans Globe Lighting.

Other Fan Components

- All other fan parts—including blades, housings, switches, light kits, and finishes—are covered for **1 year** from the purchase date.

LED Fan Light Sources

- Built in LED components are warranted for **5 years** in residential use.
- For commercial use, LED components are warranted for **3 years** unless otherwise noted.
- Standard (non-LED) light bulbs carry **no warranty**.
- LED bulbs supplied by but not manufactured by Trans Globe Lighting are covered only by the bulb manufacturer's own warranty policy.

Repair/Replacement Policy

If Trans Globe Lighting determines that a product or component is defective, we may, at our discretion:

- Provide replacement parts
- Repair the product
- Or provide another remedy deemed appropriate

Trans Globe Lighting does **not** cover costs related to removal, reinstallation, labor, or troubleshooting.

The warranty applies **only** to the repair or replacement of the defective product or component.

Use of incorrect installation methods, improper wattage, or non-compliant electrical components will void the warranty.

How to Submit a Warranty Claim

For products purchased through a lighting showroom or other authorized distributor, please contact the seller directly with your proof of purchase and a description of the issue. The Dealer will coordinate with Trans Globe Lighting to initiate the warranty review process.

Trans Globe Lighting Dealers may contact our **Customer Service** for assistance. You may be asked to provide photos or return the product for evaluation. Please note that while most claims are resolved sooner, the full review process may take **up to 30 days** to allow for shipping, inspection, and verification.

Once the claim is approved, Trans Globe Lighting will repair or replace the defective product at no additional charge.

Address: **26245 Technology Dr, Valencia, CA 91355, USA**

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