

Warranty Policy

for LED neon signs



This document sets out the warranty policy of Onlnic from which you purchase neon signs.

Limited Warranty

Subject to the provisions as set out in warranty, purchaser receives ONE YEAR warranty for the applicable period.

Onlnic warrants that each product will be free from defects in material and workmanship. If a product fails to operate in accordance with this warranty, Onlnic will provide a free replacement of the failed product or negotiated solution subject to the applicable warranty policy set out below.

Scope of warranty

- The warranty period starts on the date of shipment from Onlnic
- The warranty applies only to neon signs delivered and purchased from Onlnic
- This warranty only covers products applied within their 'intended' or 'normal' use as defined by:
 - operation condition are in accordance with the information claimed by Onlnic
 - ambient temperature never exceeds the operating temperature range specified in the technical application guide
 - the electrical installation in which the product operates is not out of normal range specified
 - only using compatible power supply/ controller/ dimmer

Properly installed and operated in accordance with Onlnic criteria specified on the product data sheet or other issued files.

Exclusions

- Defective product caused by drop, abuse, misuse, abnormal use or acts of God
- Failure caused by fire, flood or lightning strike of the installation
- Consequential damages
- Third party software embedded in the signs

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Warranty Claims

Warranty claims have to be reported and returned to Onlnic within 30 days after discovery, specifying at least the following information (additional information may be required on request):

- Details of the failed signs or accessories
- Invoice date
- Detailed problem description and number of failure by writing words, pictures and videos
- Application condition

Justified claims

Where a warranty claim is justified:

- Onlnic will, at its discretion, repair or replace ONLY the products or reimburse purchaser the purchase price.
- The replacement product will offer the same specifications as the original products wherever possible.
- Onlnic will bear all reasonable expenses for the transportation or freight.

Onlnic reserves the right to modify this limited warranty from time to time and any modifications shall be effective for all orders placed on or after the effective date of such revised warranty.