



Warranty Replacement Policy

Eco-story, LLC offers a 3 Year warranty on all our line of UL listed LED lights. Any bulb that fails within 3 years of the invoice or purchase date will be replaced free of charge. Eco-story's LED lights are only covered for the three years from the invoice or purchase date. Replacement bulbs do not receive a new 3 year warranty. Bulbs are deemed failed if they experience catastrophic failure and if they lose greater than 30% of their lumen output.

Warranty Return Process: Replacement bulbs can be obtained by using one of the following methods.

- 1.) Bulbs deemed to have failed by the customer can be returned to Eco-Story at the below address. Upon receipt of the failed bulb Eco-story will promptly send a replacement bulb free of charge to the desired location.
- 2.) To expedite the receipt of your replacement you can contact our offices at 207-699-5727 and a replacement will be sent out the day of contact. A warranty replacement invoice will be sent along with the replacement bulb that states the defective bulb must be returned within 30 days. The customer will not be billed unless the defective bulb is not returned to the below address within the 30 day period.

Return Address: Eco-story
Attn: Returns
468 Forest Ave.
Portland ME. 04101

Warranty Exclusions: This warranty applies only to the repair or replacement of the product and only when the product is properly handled, installed and maintained according to our instructions. Eco-story, LLC's warranty will be considered null if the customer uses the LED lights in a manner for which it is not intended. Examples include outdoor use, use where voltage exceeds 120 volts, completely sealed fixtures, and MR-16 applications where transformers exceed 14 volts.

This warranty excludes defects resulting from improper installation, acts of God, fire, vandalism or civil disturbances. This warranty excludes field labor, freight or service charges related to the repair or replacement of the product. We reserve the right to change the warranty period without prior notice and without incurring obligation and expressly disclaim all warranties not stated in this limited warranty.