



## International Policies

To continue upholding our promise of integrity and excellent customer service, these policies have been implemented to ensure an understanding with international parties interested in working with LED Inspirations. For more information on these policies, please contact LED Inspirations' offices at:

(832) 717-2710 | Monday – Friday | 8am to 5pm CST

### Warranty

A 2 year Limited Warranty is in place for international parties that use LED Inspirations products. LED Inspirations will, through its authorized dealers, replace any parts covered by this warranty found to be defective in materials or workmanship. The covered defect must be reported within the warranty period (two years from date of product delivery). Replacement in accordance with this warranty shall constitute fulfillment of all liabilities of LED Inspirations, LLC and the selling Distributor in respect of such LED Inspirations, LLC products. To obtain replacement parts for items under warranty, the purchaser must: (a) Report the product defect to LED Inspirations, LLC within the applicable warranty term & (b) Present evidence of purchase date.

### *What Is Not Covered By The Warranty?*

Damage or Failures resulting from:

- Accidents
- Environment (such as exposure to corrosive material)
- Acts of nature (flood, storm, etc.)
- Unauthorized modifications
- Use of non-approved parts
- Misapplication
- Abusive operation
- Improper installation
- Lightning or power surges

This Warranty does **NOT** include reinstallation of Tape Light, connectors or other accessories.

### Driver Compatibility

Voltage must be determined prior to purchase to ensure the correct drivers are used in conjunction with LED Inspirations products. You understand that upon working with LED Inspirations, the correct voltage is determined and communicated to those providing quotes, pricing, or parts lists.

### Pricing

All international parties interested in purchasing products from LED Inspirations are offered the standard pricing option of 50% off MSRP. This pricing is non-negotiable.

### Shipment

All international parties interested in purchasing LED Inspirations products understand that they are responsible for payment of shipping. **LED Inspirations does not offer free shipping for international parties.** Shipping costs must be paid by the interested party in full once product has shipped. LED Inspirations only offers shipping to the contiguous United States, therefore, a freight forwarder must be utilized to obtain product internationally. The procuring party must provide a freight forwarder. Lead times for availability of product will be determined once a purchase order is provided. However, if customer cannot provide a freight forwarder, LEDI can ship by DHL to the customer.

### Payment

Payment for all international orders is to be prepaid in full. This is non-negotiable.

### Returns

All returns will be paid by LED Inspirations. Account numbers will be provided upon the determining final number of defective products. For any issues or questions about returns, please contact [returns@ledinspirations.com](mailto:returns@ledinspirations.com).