



Limited Warranty – Sengled Smart WiFi LED Bulbs

Version 3.0 (2020)

- 1) This Warranty covers your Sengled Wi-Fi LED Bulbs, from defects in material or workmanship for two (2) years from the date of original purchase (“Warranty Period”) as evidenced by the sales receipt from an authorized reseller showing the date of purchase.
- 2) This Warranty applies to the original retail purchaser – provided that: (i) the product is purchased as a new Sengled product, and (ii) such product is identified by the Sengled trademark, trade name, and/or logo affixed to it.
- 3) This Warranty does not cover any damages resulting from: accidents, alterations, misuse, abuse, improper installation, neglect, or unauthorized repairs.
- 4) This Warranty does not cover damage from: dimmer switches (wall dimmers), ceiling fan fixtures, lamps with multiple power settings built-in (i.e. a low/high power lamp or a low/medium/high power lamp—a 3-way lamp), use in enclosed fixtures, use outdoors or in an environment where the temperature and/or humidity cannot be controlled regularly or reliably—i.e., a typical garage or restroom). The diagnosis of the issue and from where the damage is from is solely determined by the members of the Sengled Support Team.
- 5) This Warranty is also subject to the following additional conditions: acts of God such as fires, floods, tornadoes, etc.; abnormal voltage (such as but not limited to: from a power surge or bulbs that are meant for 110-130V being used in a country that uses 220-240V), physical damages (including but not limited to dropping the bulb); inappropriate transportation after purchase or failure to comply with instructions in the user manual; and use in a non-target country or region (i.e., if you purchase the bulbs from Amazon.com, the bulbs are meant to be used in the United States; if you purchased the bulbs from Amazon.ca, the bulbs are meant to be used in Canada; if you purchase the bulbs from a Best Buy in Atlanta, Georgia, USA, the bulbs are meant to be used in the United States).
- 6) This Warranty does not apply to conditions resulting from normal wear and tear. Some normal variation in color and fading may occur during the lifetime of the product; thus, these variations are not considered as defects. Commercial use of the products is excluded from this warranty.
- 7) Within the Warranty Period, at Sengled’s sole discretion, Sengled will (1) repair the defective product at no charge; (2) exchange the defective product with a new product; or (3) provide a refund according to Sengled’s return policy.
- 8) When a product is exchanged, the replaced product becomes Sengled’s property.
- 9) Obstruction of diagnosis or troubleshooting, which is determined by the Sengled Support agent’s sole discretion, by the would-be warranty claimant or representative of the warranty claimant is grounds to refuse a warranty claim outright. This includes, but is not limited to: refusing to troubleshoot, refusing to answer a question asked by a Sengled Support agent, refusing to clarify a previously answered question.
- 10) Except as expressly stated herein or where prohibited by law, Sengled expressly disclaims all warranties, express or implied, of any kind with respect to the product, including but not limited to: merchantability, fitness, or safety for a particular purpose. The sole and exclusive maximum liability to Sengled arising from the sales of



the product shall be the price of the product ordered. In no event shall Sengled, its directors, officers, employees or other representatives shall be liable for special, indirect, consequential, or punitive damages originated from the sales of the product.

- 11) The original purchaser must provide the original sales receipt of this product and this warranty certificate in order to submit a claim under this warranty.
- 12) The warranty certificate must be the original warranty certificate and cannot be a reproduction or otherwise altered. Please ensure that you have the product details (as shown on the next page) at hand and fill out the 'Warranty Certificate' correctly and mail it to the address below (on the next page), so that Sengled can respond as quickly and efficiently as possible when the product needs to be repaired or replaced.
- 13) Except where prohibited by law, this warranty is non-transferable and is limited to the original purchaser.
- 14) Notice: No dealer, retailer, agent, or employee is authorized to make any modification, extension, or addition to the terms and conditions listed on this Warranty Certificate.
- 15) The warranty does not affect your legal rights under the statutory provisions.



Limited Warranty Certificate – Sengled Wi-Fi LED Bulb

Product Name:

Model Number:

Serial Number and MAC Address:

Purchased From:

Date of Purchase:

This warranty card, for your warranty to be valid, must be mailed or emailed to:

Sengled, Attn: Support Team
155 Bluegrass Valley Pkwy
Alpharetta, GA 30005

OR

Support@sengled.zendesk.com