

Extended Warranty Program

Solar Light offers extended warranties on all of our products. Our warranty plans cover all parts and service for the term selected. Terms available are 3 and 4 year plans.

Procedures to obtain repair service:

1. Complete the "[Return Form](#)" listing the model and serial number of the instrument, mark for repair with description of problem.
2. Provide specific shipping instructions for the return shipment and fax or e-mail P.O. / Return Form to Solar Light Company.
3. Enclosed a copy of the "[Return Form](#)" in the package with the instrument.

Ship prepaid via UPS or FedEx, fully insured to:

Solar Light Company, Inc.

100 East Glenside Avenue

Glenside, PA. 19038 USA

Tel: 215 517-8700

Fax: 215 517-8747

E-mail: info@solarlight.com

Send to: **Attn: Repair Service (Extended Warranty Program)**

Notes:

1. If the customer is from outside the United States, mark shipping documents/commercial invoice with:
"U.S.A. Goods being returned to the manufacturer for repair and re-shipment back to us."
2. Solar Light will inspect the instruments upon received and will advise and obtain approval of repair and or re-calibration price and payment terms before proceeding with the work.
3. Solar Light standard payment terms are: Payment in Advance (before shipment) either by major Credit Card with 3% surcharge or via bank wire transfer.

Who to Call:

If you have any questions concerning your **Extended Warranty Program** or how to obtain service, call 1 (215) 517-8700

What this service does not cover:

If you fail to operate and maintain your product properly in accordance with manufactures's instructions, you must pay the costs. We will not cover not cover the following costs which are your responsibility: (A) Lamps, batteries, knobs, buttons, hinges, locks, handles, plastic or metal trim, badges, discs, antennas, external cosmetic parts. (B) Costs caused by use of accessories not approved by Solar Light Company, Inc. or incorrect connections of signal leads or application of incorrect electrical supply. (C) Damage resulting from: (1) External causes including accident, fire, lightning, theft, explosion, flood, or water. (2) Scratching, bruising, or denting or direct application of a tool. (3) Abuse or misuse. (D) Loss of use of Product or consequential loss or incidental damages of any nature. (E) Loss or damage occasioned by or happening through war, invasion or act of foreign enemy, hostilities whether war be be declared or not, civil war, rebellion, insurrection or military or usurped power, riot, strike, labor disturbance, lockout or civil commotion, (F) Failure arising from the abnormal variation or failure of the electrical or water supply. (G) Introduction of foriegn objects into the covered product. (H) Parts Availability: If your product can not be repaired due to the unavailability of parts, we will refund the full price of the Extended Warranty Program to you.