

# LNC®

*Livable Natural Classic*



## LIMITED WARRANTY

This LNC product is warranted in the U.S.A. for 2 years from the date of purchase against defects in material and workmanship. This also includes spare parts missing or broken during the transportation. We will offer free replacement for the products or spare parts within the warranty time.

During this period, if the LNC product, upon inspection by LNC, is proven defective, it will be repaired or replaced, at LNC's option, without charge to the customer. If a replacement product is sent, it will carry the remaining warranty of the original product.

We suggest that you contact us with advising the order number together with original purchase date to proceed with the returning and spare parts replacement.

This warranty does not apply to the "**FINISH WARRANTY EXCLUSIONS**" listed below or any defect arising from a buyer's or user's misuse of the product, negligence, failure to follow LNC instructions noted in the user's manual, use on current or voltage other than that stamped on the product, wear and tear, alteration or repair not authorized by LNC or use for commercial purposes. There is no warranty for glass parts, glass containers, and accessories in general that the user damages. There is also no warranty for parts lost by the user.

### **FINISH WARRANTY EXCLUSIONS:**

#### **Outdoor Finishes:**

Finishes for fixtures installed outdoors are subject to change due to prolonged exposure to sunlight, pollutants and other environmental conditions. Metal finishes on outdoor fixtures will naturally mature over time, changing in appearance and creating a living finish. Painted finishes on outdoor fixtures may naturally fade over time, depending on the fixture's exposure to the outdoor elements. Thus, any claim for fading, discoloration or "patina" of a finish on an outdoor fixture is not applicable to the above warranty.

#### **Coastal Environments:**

The environment within 10 miles of a sea coast can be extremely corrosive. Even with the appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this environment. Thus, any claim for finish failures or for corrosion of other components due to coastal environment conditions is not applicable to the above warranty.

ANY WARRANTY OF MERCHANTABILITY OR FITNESS WITH RESPECT TO THIS PRODUCT IS ALSO LIMITED TO THE ONE YEAR LIMITED WARRANTY PERIOD.

If this is the case, bring the product, or send it, postage prepaid by the user (for the non-quality issue orders, all LNC customers are responsible for the initial shipment back to the seller's center), along with **proof of purchase** and a **return authorization number** indicated on the outer package, given by seller's center or our Customer Service Representatives. Send to the authorized LNC Service Center.

When sending the product, please include a letter explaining the nature of the claimed defect.

This warranty is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance. If you have additional questions, please call our Customer Service Department (please see below for complete contact information), Monday through Friday from 9:00am - 4:00pm (EST). Please note hours are subject to change.

If you would like to write, please send your letter to below email:

**LNC Customer Service Department**

**[customercare@Lnchome.com](mailto:customercare@Lnchome.com)**

Call: Toll Free: +1 323 917 7854

**Shipments and packages that do not have a return authorization number will be refused.**