

# LiteWay Systems Inc. Limited Warranty

## Standard Product Limited Warranty

LiteWay Systems Inc warrants that all equipment supplied and systems properly installed by an Authorized Installer will operate per written specifications as confirmed by the OEM and accepted by LiteWay Systems. All systems and components are warranted against defects in materials and workmanship for one (1) year from the date of purchase from LiteWay Systems or authorized LiteWay Systems reseller, unless otherwise stated in the product catalog, manual or quotation. Longer Warranty Terms are available on certain equipment supplied by LiteWay Systems.



**Plugs must be reinstalled immediately on the Control Module units after adjustments are made to the Adjustment Dials for warranty to be valid!**

CONTROL MODULE+  
REMOTE LIGHT MODULE(S)



PROTECTIVE PLUGS  
LOCATED HERE

CONTROL AND  
LIGHT MODULE



LiteWay Systems warrants that the equipment sold hereunder will conform to the current written specifications authorized by LiteWay Systems.

LiteWay Systems warrants the equipment against faulty workmanship and defective materials. If any equipment fails to conform to these warranties, LiteWay Systems will, at its option, repair or replace such goods returned within the warranty period subject to the following conditions:

- Upon discovery by Customer of such non-conformity, LiteWay Systems will be given prompt written notice with a detailed explanation of the alleged deficiencies.
- Examination of such equipment by LiteWay Systems confirms that the non-conformity actually exists, and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair, or improper testing. LiteWay Systems shall be the sole judge of all alleged non-conformities.
- LiteWay Systems will have a reasonable time to repair or replace the defective equipment. Customer is responsible for shipping the product to LiteWay Systems. LiteWay Systems is responsible for shipping the product back to the Customer.
- In no event will LiteWay Systems be responsible for travel time or on-location repairs, including assembly or disassembly of equipment. Nor will LiteWay Systems be liable for the cost of any repairs made by others.

These warranties exclude all other warranties, expressed or implied, including without limitation warranties of merchantability or fitness for a particular purpose. Neither LiteWay Systems nor Authorized Reseller will, in any event, be liable for incidental or consequential damages at the point of use

## Return Policy

Within 14 calendar days of delivery if the product and all accessories are still in new or like-new condition. Original shipping and handling charges are not refundable. Returns must be preauthorized by us and are subject to a 30% re-stocking fee. These amounts will be deducted from the original amount billed and the remaining balance will be credited to the original credit card or a return check will be mailed out within 10 business of returned goods.

**Incorrect Item:** If you received an incorrect item no extra charges will be incurred. We will replace incorrect items and pay the additional shipping charge.

**Customer Order Error:** Incorrect customer orders can be exchanged for any other item without paying the 30% restocking charge. However, the customer will pay the additional shipping and handling charge.

**Return Shipping Instructions:** Return via prepaid Canada Post, Purolator, Loomis, UPS or US mail. Insure shipment for full value of purchase. Use original packaging. We are not responsible for packages lost during return shipping. An authorized RMA form must be included with your return.

**Return/Exchange Instructions:** Enclose a copy of your packing list or email Invoice along with the authorized RMA form. To request an RMA form please contact us at 250-962-2301 or email at [RMA@litewaysystems.com](mailto:RMA@litewaysystems.com) Send exchanges and returns to:

LiteWay Systems Inc.  
P.O. Box 2981, Prince George, BC, Canada V2N 4T7

A refund will not be provided in following cases:

- [1]** The refund was requested beyond 14 calendars days of delivery.
- [2]** Product sent in for refund does not include all original accessories, attachments and packaging, any item is not in new or like-new condition, i.e. with cracks, dents or scratches.
- [3]** Legal proof-of-purchase or receipts are not provided, or are reasonably believed to have been forged or tampered with.
- [4]** Any product fault or damage has been caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- [5]** Product labels, serial numbers, waterproof marks, false proof marks etc. show signs of tampering or alteration.
- [6]** Damage was caused to the product by external factors out of our control, including fire, flood, high winds, road damage, road salt or brine, or lightning strike.
- [7]** Respective product has not been sent back to LiteWay Systems 7 calendar days after refund confirmation from LiteWay Systems.

