

## SORAA INC. LIMITED WARRANTY & TRANSFORMER RETURN PROCESS WARRANTY

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### Commercial Optima electronic transformer limited warranty coverage

Soraa Inc. (“Soraa”) warrants that its commercial electronic Optima transformers (“transformers”) will be free from defects in material and workmanship and that it will work according to its specifications.

If the transformer fails to conform within this limited warranty for the specified period below, Soraa will, at its sole option, repair or replace the transformer at no charge or provide buyer (“Buyer”) a credit for a future purchase. Unit credit is calculated as follows per the warranty period listed in the table below:

$$\frac{(\text{Invoiced Purchase Price } (\$) \times \text{Unexpired Warranty Period (operating hours)})}{\text{Warranty Period (operating hours)}}$$

Warranty term: 3 years from date of purchase.

This Warranty is limited to coverage for Transformer Failure due to manufacturers’ defects. Transformer Failure is defined as inability of the transformer to perform per its specifications.

### TRANSFORMER WARRANTY

Soraa Inc. warrants that the Transformers purchased by buyer [“Buyer”] will conform to and perform in accordance with Soraa’s published design specifications for the Transformers in effect on the date of shipment (within the deviations specified therein) for the applicable Warranty Coverage Periods cited above [“Limited Warranty Period”]. Soraa’s liability and Buyer’s sole remedy under this warranty is limited to the repair or replacement of items determined by Soraa to be defective resulting in a Transformer Failure or prorated Warranty credit described above. Soraa shall have no liability under this warranty unless Soraa is notified in writing promptly upon Buyer’s discovery of the defect resulting in a Transformer Failure and the defective items are returned to Soraa and received by Soraa in accordance with the Transformer Return Policy & Process detailed below.

Replacement Transformers will be new or serviceably used, comparable in function and performance to the original Transformer and warranted for the remainder of the original Limited Warranty Period.

This warranty extends only through the reseller’s customer and is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the Transformer from reseller’s customer. This warranty shall not apply to any defect, Transformer Failure or other failure to perform resulting from misapplication, improper installation, improper operation, failure to follow the Transformer instructions or user manual, failure to perform preventive maintenance, damages caused by usage that is not in accordance with Transformer instructions or user manuals, damages caused by the combination of Soraa branded Transformers with non-Soraa branded Lamps or dimmers, accessories, parts or components, normal wear and tear, damage caused as a result of improper transportation or packing/packaging when returning the Transformers to Soraa, abuse or contamination, whether internal

or external, and Soraa shall have no liability of any kind for failure of any equipment or other items in which the Transformers are incorporated.

This warranty does not cover misuse or minor imperfections in Transformers that meet design specifications or imperfections that do not materially alter or affect functionality. Soraa's entire liability and Buyer's sole remedy under this warranty for a services breach shall be limited to the provision of such remedial or replacement services as Soraa reasonably determines necessary to correct the breach.

This warranty shall not apply to any Transformers manufactured by Soraa to Buyer's designs or specifications. No warranty is given as to such Transformers.

THE FOREGOING WARRANTY PROVISIONS ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SORAA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. SORAA'S MAXIMUM LIABILITY TO THE BUYER IS LIMITED TO REPLACEMENT OF THE TRANSFORMER OR PRORATED CREDIT PER THE ABOVE CALCULATION. SORAA IS NOT LIABLE TO BUYER IF SORAA IS UNABLE TO PERFORM DUE TO EVENTS IT IS NOT ABLE TO CONTROL, SUCH AS ACTS OF GOD, PROPERTY DAMAGE, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWSOEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE.

This Warranty shall be governed by the laws of the State of California without regard to conflicts of laws.

## **SORAA TRANSFORMER RETURN POLICY & PROCESS**

### **Transformer Return Policy**

1. Claims for Transformers to be returned must be made within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement Transformer will be billed to the customer's account in accordance with Soraa's standard payment terms. Once a final decision is made, a credit will be issued if the warranty claim is allowed.
2. Do not return any items that have not received a Return Materials Authorization (RMA) number from Soraa.
3. Your RMA number is valid for sixty (60) days from the date of authorization.
4. Soraa reserves the right to repair or replace the defective Transformer.
5. Damaged items not as a result of a manufacturing defect will not be repaired and are not covered by this warranty.

## **Transformer Return Process**

1. Ensure item or items qualify under Soraa's Warranty.
2. Email [RMAsupport@soraa.com](mailto:RMAsupport@soraa.com) to request RMA Number.
3. Packaging instructions, shipping method and paperwork will be sent to you VIA e-mail.
4. You are responsible for freight charges on returned items.
5. Transformers must be packaged to avoid damage during transit; damaged items are not covered under warranty.
6. Follow all instructions to reduce delays in processing.