

- NORDEON USA warrants its products against defects in materials and workmanship for proper usage for a period of five (5) years after ship date, when properly installed, and appropriately specified.
- The customer shall notify NORDEON USA within ten (10) working days of observing any defects, other than normal wear and tear, by phone at 864-487-3535 or fax 864-4873175 or by mail. Upon preliminary determination of warranty validity, and actual defects, a Return Goods Authorization number will be issued. If so advised by our warranty department, the customer shall, at their expense, return the product to the factory where a final determination on validity of the warranty claim shall be made.
- NORDEON USA reserves the right to repair or replace the product as it deems appropriate for each individual situation or product. The repaired or replaced product will be returned to the customer in a timely fashion, freight collect or prepaid by the customer.
- The warranty on the replaced or repaired product shall continue for a period of five (5) years from the original ship date. This warranty applies only to products manufactured by NORDEON USA and does not apply to products and/or components manufactured by other manufacturers that are used in conjunction with our products.
- NORDEON USA shall not be responsible for any liabilities incidental to the warranted product including but not limited to, freight charges to deliver the product to or from the factory, penalty or late charges, labor to remove or install warranted products. Please see individual products that list their respective warranties.
- NORDEON USA uses the highest quality electrical components, ballasts, and lamps, which are warranted by their respective manufacturers. The paint finish is warranted in accordance with the above policy for a period of five (5) years.
- Warranty on all products supplied by NORDEON USA is not covered for damage caused by improper installation, overloading, accident, or neglect.
- Warranty is not covered where any field alterations, modifications, or additions are made unless the change is acknowledged, in writing, by NORDEON USA.