



## **WARRANTY POLICY**

France, a Scott Fetzer Company, warrants to the original purchaser the following products to be free from defects in material and workmanship at the date of shipment. This warranty is conditional based upon proper installation, use and maintenance of the product. This warranty is not applicable to any product not installed and operated in accordance with France specifications and connection diagrams or which have been subjected to abnormal operating conditions.

NO OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL EXIST IN CONNECTION WITH THE SALE OR USE OF SUCH PRODUCTS. All claims under this warranty must be made in writing and delivered to the Company prior the expiration of the established warranty period from the date of manufacture.

Upon receipt of the claim, the Company shall inspect the part(s) claimed to be defective, and shall repair, or at its option, replace, free of charge, any part(s) determined to have been defective at the time of shipment from the factory. If circumstances are such as to preclude the remedying of warranty defects by repair or replacement, the Company shall, upon the return of the products, refund to buyer any part of the purchase price paid to the Company for the stated products. Inspection shall be performed at the Company's plant or at such other place as may be designated by the Company; and, freight for returning products for inspection shall be paid by the buyer.

The foregoing states the sole and exclusive remedy for any breach of warranty or for any other claim based on any defect in, or non-performance of, the products, whether sounding in contract, warranty or negligence. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE COMPANY SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF, OR IN ANY WAY RELATING TO, ANY SUCH BREACH OF WARRANTY OR CLAIMED DEFECT IN, OR NON-PERFORMANCE OF, THE PRODUCTS.

### **2 YEARS**

Magnetic Ballasts (DR, KR & DR2)	Eneon (Indoor & Outdoor)	All PBKM Style Transformers
Cold Cathode Transformers/Ballasts	HID Sign Bright	Window Style (HG & FFG)
T8 & T5 Lamps – when used with France Reliant Ballast		

### **3 YEARS**

P5G/P5K Transformers	P8G Transformers
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### **4 YEARS**

Powerbrite Ballasts	Reliant Ballasts
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### **5 YEARS**

Powerbrite Ballasts*	Reliant Ballasts*	*When used with Westrim Lampholder
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**NOTE: Warranty credit will not be given for units that have been altered in the field or show evidence of misuse.**

## **WARRANTY PROCEDURE**

- Please complete a warranty request form and fax it to 615-799-3199. Notes will be added by France indicating whether to return the whole unit or just a portion of the unit and the form will be returned to you by fax with the RGA number.
- Please include a packing list or other document outlining the products along with the serial number you are submitting for warranty credit. This gives us a checklist for matching with the tags/units we receive.
- The package should be clearly marked **“Warranty Department.”** This is very important to insure prompt delivery to the appropriate personnel for processing. The RGA number needs to be marked on the outside of the packaging as well.
- Units need to be returned via UPS if under 40 lbs or LTL carrier if over 40 lbs, and sent to 2268 Fairview Blvd., Fairview, TN 37062.

**Contact France customer service at 800-793-4793 if you need a copy of the Warranty Return Request Form.**