

POLICIES

PRODUCT MODIFICATION WARNING

Hive Lighting Inc. products are designed and manufactured to meet the requirements of United States and International safety regulations. Modifications to the product could affect safety and render the product noncompliant to relevant safety standards. Any evidence of attempted repair by non-authorized staff, such as opening of the light's housing, will void all warranties.

LIMITED WARRANTY

All C-Series lights and all additional accessories are covered by a two year, limited, non-transferable warranty, which may entitle the original owner of the product to repair and/or replacement services by a Hive-certified technician, provided damage is incurred as a result of reasonable use.¹ Coverage begins on the date of original purchase.² For information on shipping protocol in the event of damage to your unit, see the next section on returns.

1) For any questions on what constitutes reasonable use, please ensure that product operation adheres to the safety guidelines at the beginning of this manual.

Housing: An extended warranty may be purchased on the housing. Please contact Hive for more details.

Electronics: Do not attempt to open the housing if owner suspects any damage to the electronic components enclosed within. Doing so will immediately void the warranty. Instead, contact Hive about repair services that you may be entitled to.

Shipping Damage: Although rare, this warranty also covers any damage incurred during initial shipment of the equipment. If this happens, please contact Hive immediately so that we may resolve the issue as quickly as possible. Please include your order number with all email correspondence.

RETURNING AN ITEM UNDER WARRANTY FOR REPAIR

Once you are certain that the requested repair adheres to the warranty outlined above, follow these return instructions to ensure prompt service from Hive. Email Hive at sales@hivelighting.com with the following information prior to shipment:

1. **Owner's Name**
2. **Owner's Phone Number**

2) It is the owner's responsibility to furnish receipts or invoices for verification of purchase, date, and dealer or distributor. If purchase date cannot be provided, date of manufacture will be used to determine warranty period.

3. **Components Damaged**
4. **Description of Damage**
5. **Date of Purchase**
6. **Serial Number of Unit** (This is laser etched into the body of the light itself both on the inside and outside of the Interface Back Cap).
7. **Order Number**, which can be located on Invoice or Receipt from Hive Lighting or a Hive Lighting authorized reseller.

Hive will need this information when making the final determination as to whether or not the unit is covered by warranty. Please expect a response within 5-7 business days. If approved, Hive will assign your repair request with a Return Material Authorization (RMA) number, which will be provided to you via email.

Once approved, carefully package the equipment so as to ensure its protection during shipment. This packaging must be clearly and prominently marked to indicate that the package contains returned product units or parts. Owner must pay for shipping costs when returning equipment for repair.³

³) Because of this, we strongly recommend that you return the item(s) to us via a recorded delivery service or courier that will offer proof of delivery. We also recommend that you insure the return shipment as Hive is not responsible for packages that are lost or damaged in transit.

Include your RMA number along with equipment being returned.

Ship returned equipment to:
Hive Lighting Inc.
525 South Hewitt St.
Los Angeles, CA 90013

Once item has been received, Hive will contact you within 2 business days with an estimate of repair time needed. Hive will cover shipping costs when returning repaired or replaced equipment to purchaser within continental United States only. See Freight Policy below for more information.

REFUND POLICY

Hive provides refunds equal to the original purchase price, less any shipment costs incurred in original shipment or upon return. This refund may be obtained if the purchased equipment (light and all accessories included in shipment) fulfills the following acceptance criteria:

1. Unit is returned to Hive within 14 business days after owner receives it.
2. There is no damage to unit or any of its accessories.
3. Unit has not been altered from the original

condition in which it was purchased

4. Unit is returned with all the packaging intact.
5. All accessories included in the original shipment are returned in addition to the fixture. Hive does not provide partial refunds.
6. Equipment shows no signs of heavy use.³

If you believe all acceptance criteria is met, follow these steps to ensure refund eligibility:

Notify us at sales@hivelighting.com of your intention to return the item within 7 days after the date you receive the product. Please be sure to include your name, phone number, serial number (laser-etched on the unit itself) and the order number of your purchase in the email. The order number can be found on the invoice or receipt from Hive Lighting or a Hive Lighting authorized reseller.

Ship equipment in its original packaging to:⁴

Hive Lighting Inc.
525 South Hewitt St.
Los Angeles, CA 90013

³ Refunds are generally reserved for customers who have a legitimate concern or change in their lighting needs. We reserve the right to decline a refund if it is suspected that the light has already been used for any purpose.

⁴ Because Hive does not refund shipping costs, we strongly recommend that you return the item(s) to us via a recorded delivery service or courier that will offer proof of delivery. We also recommend that you insure the return shipment as Hive is not responsible for packages that are lost or damaged in transit.

Hive will issue a refund to the owner for the returned item(s) (minus the initial delivery charge) to the original credit or debit card used during purchase, once it is determined that all acceptance criteria has been met.

FREIGHT POLICY

The purchaser will pay all shipping charges. Items under warranty shall have return shipping paid by the manufacturer only in the continental United States. Under no circumstances will freight collect shipments be accepted. Prepaid shipping does not include rush expediting such as airfreight. Airfreight can be sent customer collect in the continental United States. REPAIR OR REPLACEMENT AS PROVIDED FOR UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. HIVE LIGHTING INC. MAKES NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCT, AND HIVE LIGHTING INC. SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Warranty is void if the product is misused, damaged, modified in any way, or for unauthorized repairs or parts. This warranty gives you specific legal rights; you may also have other rights, which vary from state to state. Freight damage claims are invalid for fixtures shipped in non-factory boxes and packing materials.