

2 years Factory Warranty Terms

Before Buying

1. All our products come with Full Factory warranty:

EverGrow warrants that our products are free of defects for a period of TWO years.

Our customers(distributors) better to have the ability to handle the simple troubles, such as replace drivers/led/LCD screen etc. If something can't handled, we will repair it or send it to our repair station in USA/UK for any product that is defective. Details see below points.

The warranty covers defects in workmanship and defective components.

It does not cover damage caused by abuse, moisture damage or water.

Remarks:

A. If any lights problems happen during warranty time, please help to provide EverGrow the light serial number/photos and some needed information, thanks in advance.

B. For the problems which customers can't handle, be sure to inform us before send to the repair station, if no inform , customers take responsibility for it.

For the 1st year

2. Wrong packing/Missing parts:

Wrong packing/Missing Parts such as Plugs/Hangers/Controller: parts will be sent out free, shipping FREE too;

3. Not working:

C. Parts such as LEDs/Drivers/Dimmers: Will be sent out after problems confirmed, if customers can repair it themselves ,that will be better(We will help), 100% FREE parts and free shipping;

D. Please return to our repair station in USA/UK or EverGrow in China if you don't think you can repair it: Parts and Shipping 100% FREE;

E. **Please return to our Agent in USA /UK or EverGrow in China if light totally can't work: New light will be sent out in 3-5 working days after problem confirmed;**

For the 2nd year

F. Free Parts such as LEDs/Plugs/Driver/Fans/Dimmers: Will be sent out after problem confirmed if you can repair it, **customers pay shipping**;

G. Please return to our Agent in USA/UK or EverGrow in China if you don't think you can repair it: Free Parts, **customers pay shipping**.