

**.hess**

**HessAmerica**

P.O. Box 28

Gaffney, SC 29342

Tel. 864.487.3535

Fax 864.487.3175

E-Mail: [info@hessamerica.com](mailto:info@hessamerica.com)

[www.hessamerica.com](http://www.hessamerica.com)

## **Limited Warranty Policy**

HessAmerica warrants its products against defects in materials and workmanship for proper usage for a period of three (3) years from ship date, when properly installed, and appropriately specified on Ledia Series and all non-LED products. HessAmerica warrants its products produced with LED technology, with the exception of the Ledia Series, against defects in materials and workmanship for proper usage for a period of five (5) years from ship date, when properly installed, and appropriately specified.

The customer shall notify HessAmerica within ten (10) working days of observing any defects, other than normal wear and tear, by e-mail, phone at 864-487-3535 or fax 864-487-3175 or by mail. Upon preliminary determination of warranty validity, and actual confirmation of 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. HessAmerica 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 for the replaced or repaired product shall continue for a period of three (3) years from the ship date of the repaired or replaced product.

This warranty applies only to product manufactured by HessAmerica and does not apply to products manufactured by other manufacturers used in conjunction with products, such as electrical components, ballast, drivers, LED's, dimming systems, etc. HessAmerica uses the highest quality electrical components, which are warranted by their respective manufacturers. HessAmerica 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.

Installation of a pole without a fixture, the unauthorized attachment of decorations, banners, flags, etc. or supplying incorrect wind loading or application information shall void the warranty.

**Poles supplied by HessAmerica specifically excludes warranty against fatigue failure or similar phenomena resulting from induced vibration, harmonic oscillation or resonance associated with movement of air currents around the product or by any other local conditions.**

The paint finish is warranted in accordance with the above policy for a period of three (3) years.

**Warranty on all products supplied by HessAmerica is not covered for damage caused by improper installation, overloading, accident or neglect. Warranty is null and void where any field alterations, modifications, or additions are made, unless the change is specifically acknowledged, in writing, by HessAmerica.**