

Astoria Lighting Co.'s Limited Lifetime Warranty on the Gemstone Lights Permanent Holiday Lighting System

Product Warranty

Astoria Lighting Co. guarantees that the Permanent Holiday Lighting systems (PHL) installed by Astoria Lighting Co will meet the specifications provided in your quote and be free from defects in materials and workmanship or we will replace it in accordance with the warranty described in this document.

Warranty Coverage

If you encounter a defect within 20 years from the date of installation, or within the 50,000-hour lifespan of the bulbs (whichever comes first), we will repair or replace the defective product. To claim this warranty, notify us in writing within 30 days of discovering the defect, and provide satisfactory proof (photos, screen shots, etc). We may also inspect the product and review all installation and maintenance records.

Reinstated Warranty

Any product repaired or replaced under this warranty will continue to be covered for a prorated period not exceeding 20 years from the original shipment date or the 50,000-hour usage lifespan.

Service Warranty

Astoria Lighting Co. also offers a 3-year service warranty on all labor, including labor for warranty-related issues. After 3 years, a service fee will apply for labor, but materials will continue to be covered under the product warranty described here. The service warranty does not include labor for special access installations where the customer hired a third-party to access areas of the installation, e.g. hiring crane operators, rappelling crews, etc.

Limitation of Liability

Astoria Lighting Co. will not be liable for any direct, incidental, special, or consequential damages, including loss of use, revenue, or profits. Our liability is limited to the purchase price of the product in question.

Material and Labor Warranty

PHL materials installed by Astoria Lighting Co. come with the above warranty. The finish on aluminum components will not chip, peel, flake, or blister under normal conditions. Light strings and diodes are covered for 50,000 hours. Astoria Lighting Co. is responsible for installation warranties and related labor costs. Contact us for details on installation warranties.

Exclusions

This warranty does not cover:

- Accidental damage
- Damage done remodeling or repairing the home
- Controller/WiFi disconnection from changes to the WiFi system (e.g., WiFi password changes, changing internet providers)
- Acts of God (e.g., fire, lightning, hurricanes, earthquakes)
- Environmental damage (e.g., air pollution, mold, mildew)
- Damage from pests (e.g. squirrels chewing wires, wasp nests)
- Misuse, abuse, or vandalism

If you have any questions or need clarification, please reach out to us at Astoria Lighting Co.