



YLI INDUSTRY SDN.BHD. (Company No. 504654-U / 200001002049)

PT 14503 & 14504, PERSIARAN BATU GAJAH PERDANA 6, TAMAN BATU GAJAH PERDANA, 31550 PUSING, IPOH, PERAK, MALAYSIA

TEL: +605 366 5227 FAX: +605 3661227

Warranty Policy

1. Scope and Applicability

This Warranty Policy applies to all products supplied by YLI Industry Sdn. Bhd. (“YLI”), unless expressly varied in writing by YLI.

The applicability and extent of warranty coverage shall be determined based on the place of purchase and/or use, as set out in this Policy.

1.1 Malaysia Sales

For products purchased and installed within Malaysia:

- a) Such products shall be eligible for warranty coverage in accordance with this Policy; and
 - b) Warranty support shall be rendered within Malaysia only.
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1.2 Export Sales

For products supplied for use or installation outside Malaysia:

- a) This Warranty Policy shall apply, subject to the limitations set out in Clause 11; and
 - b) Warranty support shall be limited as expressly provided herein.
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2. Warranty Coverage

YLI warrants that its products are free from defects in material and workmanship under normal use, installation, and operating conditions.

Subject to verification of a valid warranty claim, YLI shall, at its sole and absolute discretion:

- Repair the defective product; or
- Replace the defective product or component; or
- Supply an equivalent product where the original model is no longer available.

All determinations by YLI regarding defect assessment shall be final and binding.

3. Warranty Period

The warranty period shall commence on the earliest of:

- Date of invoice; or
- Date of delivery.

Unless otherwise stated in writing by YLI:

- Indoor LED Lighting Products : Up to three (3) years
- Outdoor LED Lighting Products : Up to One (1) years
- LED Drivers / Power Supplies : Up to two (2) years
- Accessories / Components : One (1) year

Any warranty period stated in quotation, datasheet, or project agreement shall prevail.



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4. Conditions Precedent to Warranty

Warranty shall only be valid subject to full compliance with the following conditions:

- a) Presentation of valid proof of purchase;
- b) Products are installed, operated, and maintained strictly in accordance with YLI's specifications, guidelines, and instructions;
- c) Products are used within the specified electrical, thermal, and environmental limits; and
- d) No modification, alteration, or unauthorized repair has been carried out.

YLI reserves the right to inspect all alleged defective products prior to acceptance of any warranty claim.

5. Warranty Services

Warranty services may be provided in any of the following forms, at YLI's sole discretion:

- Return-to-base repair;
 - Component or product replacement; or
 - On-site support (only where expressly agreed under project terms).
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6. Exclusions

This Warranty shall not apply to defects, failures, or damages arising from:

6.1 Improper Use or Installation

- Incorrect wiring, installation, or commissioning;
- Operation outside rated electrical parameters;
- Use with incompatible control gear, drivers, or accessories.

6.2 External Causes

- Power surge, lightning, or unstable power supply;
- Fire, flood, or other force majeure events;



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- Exposure to corrosive environments, including but not limited to coastal or marine conditions, high humidity, condensation, chemical vapours, or any abnormal environmental conditions.

6.3 Physical or Human Factors

- Misuse, abuse, negligence, or accident;
- Physical damage or impact;
- Unauthorized modification, repair, or tampering.

6.4 Normal Conditions

- Lumen depreciation;
- Colour variation within industry tolerance;
- Cosmetic deterioration not affecting functionality.

7. Limitation of Liability

To the fullest extent permitted by law:

- a) YLI's total liability under this Warranty shall be strictly limited to repair or replacement of the defective product; and
- b) YLI shall not be liable for any indirect, incidental, consequential, or punitive damages, including but not limited to loss of profit, revenue, or business opportunity.

8. Replacement Policy

Any replaced products may consist of new, refurbished, or functionally equivalent units.

Replaced or repaired products shall inherit the remaining warranty period of the original product, unless otherwise stated in writing by YLI.



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9. Return of Products

YLI reserves the right to require the return of defective products for inspection and verification.

Any products returned to YLI Industry Sdn. Bhd. for warranty claim assessment, repair, or replacement shall be delivered at the customer's own cost and risk. YLI shall not be responsible for any transportation, freight, insurance, or logistics expenses incurred in connection with such return.

Where returned products are confirmed as non-defective or not covered under warranty, YLI reserves the right to charge inspection, testing, and handling fees, and return delivery shall also be at the customer's cost.

Any products not collected within sixty (60) days after notification of completion may be disposed of without further notice or liability.

10. Export Sales

This Warranty Policy shall apply to products supplied for use outside Malaysia, subject strictly to the following conditions:

- a) Warranty support shall be provided on a return-to-base basis at YLI's facility in Malaysia only;
- b) All costs relating to freight, transportation, insurance, duties, taxes, and logistics shall be borne solely by the purchaser;
- c) YLI shall have no obligation to provide on-site inspection, repair, or replacement services outside Malaysia; and
- d) YLI reserves the sole discretion to determine the appropriate method of warranty service for export products.

11. Amendments

YLI reserves the right to amend, modify, or update this Warranty Policy at any time without prior notice.