

Henlight, LLC
Warranty and Return Policy (Updated 9/8/2016)

If you have any questions or issues with your Henlight, please contact us! We pride ourselves on doing everything we can to help our customers be successful with our products.

You can reach us at **Hello@henlight.com** or **1-530-341-2263**.

We stand by our products and guarantee your complete satisfaction. To that end, we offer a full warranty on all parts:

- The battery is guaranteed for 2 years. If it fails or loses more than 20% of its capacity within 2 years under normal use, we will replace it free of charge.
- The rest of the Henlight system, including the solar panel, is guaranteed for 5 years. If any part fails within 5 years under normal use, we will repair or replace it free of charge.

Note that this warranty only covers manufacturing defects. Product failure due to improper use, accidents, or natural causes are not covered. This means that if you drive your tractor over the solar panel, it's on you. Or if there's a 100-year-flood and your coops go under water, we can't help. Additionally, any tampering with the product, including but not limited to using non-Henlight approved solar panels, cables, jacks, lights, and/or any other components, will automatically void this warranty.

Returns

If less than 30 days have gone by since your purchase, and you are not completely satisfied, we will issue you a complete refund.

- Be minimally used
- Be shipped back in original packaging

To make a return, the product must:

- Have a receipt or proof of purchase

To return your product, please first contact us at 1-530-341-2263 or email us at hello@henlight.com and let us know what happened so we can authorize the return. Then send the complete product to the following address:

Henlight
Attn.: Edward Silva
6059 Fremont Circle, Camarillo, CA 93012

You will be responsible for paying the return shipping costs. Because we can't assume liability for items shipped to us, we highly recommend that you use a trackable shipping service or purchasing shipping insurance.

Refunds:

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. Once received, we will inspect the product and the refund will be processed. A credit will automatically be applied to your credit card or original method of payment.

