

1/19/2011

DEFECTIVE BALLAST REPLACEMENT AND LABOR POLICY

Please be advised that ALW has the following guidelines in place in regards to Defective Ballasts and Labor.

Ballasts are considered separate components within a lighting fixture and are covered by ballast manufacturer warranties for a select number of years (refer to individual ballast manufacturer warranty). When a ballast is deemed defective before 1 year after purchase, ALW will immediately replace ballast at no charge to the customer provided the following parameters:

- 1) ALW must receive "defective" ballast(s) back from contractor/distributor so that we may send the ballast back to the ballast manufacturer for appropriate testing.
- 2) If ballast is not returned, customer will be invoiced for the cost of the replacement ballast.
- 3) ALW will pay for STANDARD GROUND Freight to and from site for ballast shipments.
- 4) After the warranty period has ended, ALW will replace ballasts at a charge and customer will be responsible for freight to and from site.

Please be advised of the following guidelines in place in regards to Labor:

- 1) ALW will not entertain any labor back-charge of any kind unless expressly agreed to beforehand by ALW, ballast manufacturer and contractor.
- 2) ALW will not entertain any Lift charges, additional installation materials, etc. of any kind unless expressly agreed to beforehand by ALW, ballast manufacturer and contractor.
- 3) Most ballast manufacturers will warranty their ballasts for 1 YEAR after purchase and will fully replace defective ballast(s) at no charge to customer (provided defective ballast is returned).
- 4) Most ballast manufacturers will pay a "Replacement Labor Charge" on a PER BALLAST basis. This has to be pre-negotiated before any work is done, but that labor reimbursement is typically \$25.00 per ballast.
- 5) There will be no reimbursement on any work by contractor, not expressly agreed upon between contractor, ALW and specific Ballast manufacturer.

Please advise all applicable parties.

Best Regards,

ARCHITECTURAL LIGHTING WORKS