

Vista Limited Warranties and Liability

Vista warrants that its fixtures, transformers and accessories are free from defects in workmanship and materials only when purchased through an authorized Vista distributor. Vista offers a ten-year (10-year) warranty against corrosion on all powder-coated finishes, natural metal finishes and all composite fixtures and enclosures. All stainless steel transformers manufactured after 2005 have lifetime warranties on enclosures, finishes, and internal components. Vista warrants the electrical and mechanical internal components of its incandescent, HID and fluorescent sourced fixtures to be free from defects in materials and workmanship for a period of three (3) years, with all metallic ballast enclosures and their electrical components warranted for two (2) years. *Vista brand LED lamps and integrated LED components are warranted for five (5) years.* Composite transformer and ballast enclosures and their finishes are warranted for ten (10) years, and their internal components for two (2) years. Acrylic canvas material is warranted for three (3) years against deterioration, mildew, or discoloration due to normal atmospheric conditions.

At Vista's exclusive discretion, replacement or repair of authorized return items, found to be defective upon inspection within the warranty period, shall constitute fulfillment of all Vista obligations under its warranties. Warranties do not apply to lamps, photocells, ballasts, capacitors, igniters, timers, photocells, or other equipment not manufactured by Vista. These items are covered as stated in their respective manufacturer's warranties. All warranty periods commence on date of shipment; all conditions of installation and operation must have been complied with, or all applicable warranties are void. Vista assumes no responsibility for the improper installation of its products or for labor costs involved in repair or replacement.

No other warranties or guarantees, either expressed or implied, exist beyond the stated warranties herein. No employee or agent of Vista may extend, modify and/or change the terms of these warranties.

Under no conditions will Vista be liable for any incidental, consequential, special or money damages in connection with any breach of its aforementioned warranties.

Merchandise Returns

No fixtures, transformers or accessories may be returned by a customer without a prior written authorization in the form of a Return Goods Authorization (RGA) which has been issued by Vista's Customer Service Department. RGA's will be issued at the sole discretion of Vista and must be requested within sixty (60) days of shipment. Unless product is defective, all merchandise must be returned in its original sealed carton in saleable condition. Except for merchandise that is determined to be defective by Vista, all returns are subject to a 35% handling and restocking fee. All returned merchandise, defective or otherwise, must be shipped prepaid to the Vista factory. All outdated and/or discontinued fixtures, transformers and/or accessories are not returnable.