

### **CUSTOMER SATISFACTION POLICY**

CoolLED believes that its LED illumination systems offer excellent performance. When operated correctly in an application for which it is intended, a pE-series system will provide many years of reliable performance. The user can benefit from the many features of LEDs, such as instant on/off, no warm-up or cool-down, and a very long operating lifetime.

To support this confidence, CoolLED offers a Customer Satisfaction Policy whereby the purchaser can return a CoolLED product if it does not perform adequately for their application. Of course, we will want to understand why you wish to return the system, to understand your particular requirements of an illumination system, and to establish whether an alternative CoolLED product might be more suitable. If there is not a practical solution that we can propose, CoolLED will refund the purchase price of the unit. We will ask you to return the system in good condition and in its original packaging to ensure safe transport.

Please view the product and support information on this website before making your selection. CoolLED personnel are always available and willing to respond to specific questions. We can advise on the selection of the best LED illumination product for your requirements.

We trust that this commitment allows you to proceed with the purchase of your CoolLED LED product with confidence.